**PATRICK & HENRY COMMUNITY COLLEGE**
**LOCAL FUNDS SUMMARY**
**Period Ending February 28, 2022**

| FUND BALANCES | BEG. BAL. | NET INCOME | END. BAL. |
|---|---|---|---|
| LOCALITY FUNDS | $117,819.49 | $82,690.02 | $200,509.51 |
| AUXILIARY FUNDS[1] | $922,800.76 | $6,483.31 | $929,284.07 |
| STUDENT ACTIVITY FUNDS | $14,382.02 | ($22,839.10) | ($8,457.08) |
| PARKING FUNDS | $210,979.81 | $17,190.15 | $228,169.96 |
| **TOTAL LOCAL FUNDS** | **$1,265,982.08** | **$83,524.38** | **$1,349,506.46** |

[1]Including Investment Gain/Loss

# PATRICK & HENRY COMMUNITY COLLEGE
## AUXILIARY FUND BUDGET REPORT
### Period Ending February 28, 2022

| REVENUES | | | BUDGET | ACTUAL | VARIANCE |
|---|---|---|---|---|---|
| 406500 | 40751 | College Bookstore | $40,000.00 | $22,748.13 | $17,251.87 |
| 406510 | 40751 | Vending | $6,000.00 | $7,814.48 | ($1,814.48) |
| 406530 | 40751 | Miscellaneous | $500.00 | | $500.00 |
| **TOTAL REVENUES** | | | **$46,500.00** | **$30,562.61** | **$15,937.39** |

| EXPENSES | | BUDGET | ACTUAL | VARIANCE |
|---|---|---|---|---|
| | Transfer to Student Activities | $35,000.00 | $35,000.00 | $0.00 |
| 465020 | President's Office/Community Relations | $6,000.00 | $2,573.79 | $3,426.21 |
| 465030 | Administration Local Expenses | $2,500.00 | $1,828.69 | $671.31 |
| 465040 | Local Board Expenses | $1,000.00 | $2,287.24 | ($1,287.24) |
| 465050 | Contingency | $2,000.00 | $2,136.00 | ($136.00) |
| **TOTAL EXPENSES** | | **$46,500.00** | **$43,825.72** | **$2,674.28** |
| **NET INCOME** | | **$0.00** | **($13,263.11)** | |

### AUXILIARY FUND BALANCE

| BEGINNING BALANCE | INVEST. GAIN/LOSS | NET INCOME | ENDING BALANCE |
|---|---|---|---|
| $922,800.76 | $19,746.42 | ($13,263.11) | $929,284.07 |

## PATRICK & HENRY COMMUNITY COLLEGE
## LOCALITY FUND BUDGET REPORT
## Period Ending February 28, 2022

| REVENUES | | | BUDGET | ACTUAL | VARIANCE |
|---|---|---|---|---|---|
| 401020 | | Henry County | $59,442.00 | $59,442.00 | $0.00 |
| 401040 | | Martinsville | $19,835.00 | $19,835.00 | $0.00 |
| 401030 | | Patrick County | $17,322.00 | $12,750.00 | $4,572.00 |
| | | Bank Interest | $1,000.00 | $61.51 | $938.49 |
| **TOTAL REVENUES** | | | **$97,599.00** | **$92,088.51** | **$5,510.49** |

| EXPENSES | | | BUDGET | ACTUAL | VARIANCE |
|---|---|---|---|---|---|
| 460040 | 61257 | Physical Plant Repair & Maintenance | $10,000.00 | | $10,000.00 |
| 460010 | 68800 | Contingency Expenses | $7,500.00 | | $7,500.00 |
| 460060 | 61246 | Bank Charges | $2,000.00 | $1,248.49 | $751.51 |
| 470010 | 62320 | Plant & Improvements-Construction | $70,000.00 | $8,150.00 | $61,850.00 |
| **TOTAL EXPENSES** | | | **$89,500.00** | **$9,398.49** | **$80,101.51** |
| **NET INCOME** | | | **$8,099.00** | **$82,690.02** | **($74,591.02)** |

### LOCALITY FUND BALANCE

| BEGINNING BALANCE | NET INCOME | ENDING BALANCE |
|---|---|---|
| $117,819.49 | $82,690.02 | $200,509.51 |

# PATRICK & HENRY COMMUNITY COLLEGE
## AUXILIARY FUNDS INVESTMENT PERFORMANCE
## February 28, 2022

|  | **Amount** |
|---|---|
| **BEGINNING VALUE** | $863,326.98 |
| Plus cash deposits | $0.00 |
| Less cash withdrawals | $0.00 |
| **ADJUSTED BASIS** | **$863,326.98** |

| | | | **Month** **Return** | **FYTD** **Return** | **Cum.** **Return** |
|---|---|---|---|---|---|
| **PORTFOLIO VALUE AS OF** | 7/31/2021 | $866,671.94 | 0.39% | 0.39% | 44.45% |
| | 8/31/2021 | $876,928.87 | 1.19% | 1.58% | 46.15% |
| | 9/30/2021 | $854,675.94 | -2.58% | -1.00% | 42.45% |
| | 10/31/2021 | $879,006.68 | 2.82% | 1.82% | 46.50% |
| | 11/30/2021 | $865,072.37 | -1.61% | 0.20% | 44.18% |
| | 12/31/2021 | $905,392.18 | 4.67% | 4.87% | 50.90% |
| | 1/31/2022 | $893,911.40 | -1.33% | 3.54% | 48.99% |
| | 2/28/2022 | $883,073.40 | -1.26% | 2.29% | 47.18% |

| **Gain/Loss** | **$19,746.42** |
|---|---|

**PATRICK & HENRY COMMUNITY COLLEGE**
**STUDENT ACTIVITIES BUDGET REPORT**
**Period Ending February 28, 2022**

| REVENUES | | BUDGET | ACTUAL | VARIANCE |
|---|---|---|---|---|
| 100850 | Student Activity Fees | $114,000.00 | $67,110.24 | $46,889.76 |
| | From Auxiliary Funds | $35,000.00 | $35,000.00 | $0.00 |
| | Club Receipts | $2,000.00 | $1,613.52 | $386.48 |
| **TOTAL REVENUES** | | **$151,000.00** | **$103,723.76** | **$47,276.24** |

| EXPENSES | | BUDGET | ACTUAL | VARIANCE |
|---|---|---|---|---|
| 90101 | Student Activities & Cultural Events | $151,000.00 | $126,562.86 | $24,437.14 |
| | (See Following Schedule) | | | |
| **TOTAL EXPENSES** | | **$151,000.00** | **$126,562.86** | **$24,437.14** |
| **NET INCOME** | | **$0.00** | **($22,839.10)** | **$22,839.10** |

**STUDENT ACTIVITIES FUND BALANCE**

| BEGINNING BALANCE | NET INCOME | ENDING BALANCE |
|---|---|---|
| $14,382.02 | ($22,839.10) | ($8,457.08) |

| DEPT. CODE | ACTIVITY | BALANCE FORWARD 6/30/2021 | TRANSFER FROM AUXILIARY | CLUB RECEIPTS | STUDENT ACTIVITIES FEE BUDGET | STUDENT ACTIVITIES FEES-ACTUAL | AVAILABLE FUNDS | CLUB EXPENSES | ENDING BALANCE |
|---|---|---|---|---|---|---|---|---|---|
| | **BUDGETED REVENUES** | | **$35,000.00** | **$2,000.00** | **$114,000.00** | **$67,110.24** | **$104,110.24** | | |
| | | | | | | | | | |
| 994010 | INTERNATIONAL CLUB | $395.15 | | | $500.00 | $294.34 | **$689.49** | | $689.49 |
| 994020 | ALLIANCE FOR EXCELLENCE | $1,644.49 | | | $600.00 | $353.21 | **$1,997.70** | | $1,997.70 |
| 994030 | EARLY CHILDHOOD CLUB | $395.15 | | | $500.00 | $294.34 | **$689.49** | | $689.49 |
| 994060 | CAMPUS LIFE | $4,859.23 | | | $6,000.00 | $3,532.12 | **$8,391.35** | $650.56 | $7,740.79 |
| 994070 | PHI THETA KAPPA | $4,655.15 | | $17.52 | $1,000.00 | $588.69 | **$5,261.36** | $397.22 | $4,864.14 |
| 994080 | INTERCOLLEGIATE ATHLETICS | $6,221.00 | $35,000.00 | $1,596.00 | $87,000.00 | $51,215.71 | **$94,032.71** | $125,085.00 | ($31,052.29) |
| 994090 | INTRAMURALS | $1,295.28 | | | $1,500.00 | $883.03 | **$2,178.31** | | $2,178.31 |
| 994100 | STUDENT GOV ASSOC | $5,255.72 | | | $2,150.00 | $1,265.68 | **$6,521.40** | | $6,521.40 |
| 994120 | ENVIRONMENTAL CLUB | $158.06 | | | $200.00 | $117.74 | **$275.80** | | $275.80 |
| 994130 | STUDENT NURSES ASSOC | $5,337.77 | | | $500.00 | $294.34 | **$5,632.11** | | $5,632.11 |
| 994140 | CULINARY CLUB | | | | $0.00 | $0.00 | | | $0.00 |
| 994160 | STUDENT SERVICES ADV | $1,279.57 | | | $300.00 | $176.61 | **$1,456.18** | $326.28 | $1,129.90 |
| 994180 | PLAY DAY, FALL FEST | $3,161.22 | | | $4,000.00 | $2,354.75 | **$5,515.97** | | $5,515.97 |
| 994200 | BROWN BAG SEMINAR | $1,859.58 | | | $750.00 | $441.51 | **$2,301.09** | | $2,301.09 |
| 994210 | CAMPUS LIFE DISCRETIONARY FUND | $5,829.58 | | | $4,000.00 | $2,354.75 | **$8,184.33** | | $8,184.33 |
| 994230 | VETERANS CLUB | $1,946.46 | | | $500.00 | $294.34 | **$2,240.80** | $103.80 | $2,137.00 |
| 994250 | CULTURAL EVENTS | $2,370.92 | | | $3,000.00 | $1,766.06 | **$4,136.98** | | $4,136.98 |
| 994260 | STUDENT AWARDS BANQUET | $3,086.03 | | | $1,000.00 | $588.69 | **$3,674.72** | | $3,674.72 |
| 994360 | LAMBDA ALPHA EPSILON | $1,000.00 | | | $0.00 | $0.00 | **$1,000.00** | | $1,000.00 |
| 994390 | SMA | $1,774.82 | | | $500.00 | $294.34 | **$2,069.16** | | $2,069.16 |
| **BUDGET TOTALS** | | **$52,525.18** | **$35,000.00** | **$1,613.52** | **$114,000.00** | **$67,110.24** | **$156,248.94** | **$126,562.86** | **$29,686.08** |

## PATRICK & HENRY COMMUNITY COLLEGE
## PARKING FUNDS BUDGET REPORT
## Period Ending February 28, 2022

| REVENUES | | BUDGET | ACTUAL | VARIANCE |
|---|---|---|---|---|
| 409010 | Student Parking Fees | $49,000.00 | $30,860.93 | $18,139.07 |
| **TOTAL REVENUES** | | **$49,000.00** | **$30,860.93** | **$18,139.07** |

| EXPENSES | | BUDGET | ACTUAL | VARIANCE |
|---|---|---|---|---|
| 490000 | Site Improvements/Parking | $24,000.00 | $13,670.78 | $10,329.22 |
| **TOTAL EXPENSES** | | **$24,000.00** | **$13,670.78** | **$10,329.22** |
| **NET INCOME** | | **$25,000.00** | **$17,190.15** | |

### PARKING FUND BALANCE

| BEGINNING BALANCE | NET INCOME | ENDING BALANCE |
|---|---|---|
| $210,979.81 | $17,190.15 | $228,169.96 |

**PATRICK & HENRY COMMUNITY COLLEGE**
**Office of the President**

<div align="right">
Board Report #426
March 21, 2022
</div>

**BOARD TO CONSIDER APPROVAL OF**
**THE 2022-2024 BIENNIAL PARKING PLAN**

**Report:**

The college is required to submit to the VCCS its Biennial Parking Plan. A copy of that plan is submitted with this report.

For FY23, the college plans to set aside $35,000 for additional sidewalk and parking repairs and ADA upgrades as a result of the 2022 civil rights review and as part of its continuing assessment of repair needs.

For FY24, the college plans to set aside $50,000 for additional sidewalk and parking repairs as part of its continuing assessment of repair needs.

**Recommendation:**

It is the recommendation of the college administration that the Board approve the Biennial Parking Plan for 2022-2024.


Greg Hodges, President

**College:** *Patrick & Henry Community College*

| | | | |
|---|---|---|---|
| **A.** | Projected FY '22 Parking Reserve Balance (June 30, 2022) | $ | 220,000.00 |

**FY '23 Planned Use of Funds (thru June 30, 2023)**

Project Description                                    Budget

| | | | |
|---|---|---|---|
| 1 | Parking lot repairs & ADA Remedial Measures | $ | 35,000.00 |
| 2 | | $ | - |
| 3 | | $ | - |
| 4 | | $ | - |
| 5 | | $ | - |
| 6 | *Additional Projects (See Continuation Sheet)* | $ | - |

| | | | |
|---|---|---|---|
| **B.** | FY '23 Planned Use of Funds Total | $ | 35,000.00 |

**FY '23 Projected Revenue (thru June 30, 2023)**

Revenue Source Description

| | | | |
|---|---|---|---|
| 1 | Mandatory Non-E&G Student Parking Fees | $ | 52,000.00 |
| 2 | Permit Parking Fees, Fines & Event Sales | $ | - |
| 3 | Local Government Contributions | $ | - |
| 4 | Interest | $ | - |
| 5 | Other (Please Specify) | $ | - |
| 6 | Other (Please Specify) | $ | - |
| 7 | Other (Please Specify) | $ | - |

| | | | |
|---|---|---|---|
| **C.** | FY '23 Projected Revenue Total | $ | 52,000.00 |

| | | | |
|---|---|---|---|
| **D.** | Projected FY '23 Available Parking Fund Total (A+C) | $ | 272,000.00 |

| | | | |
|---|---|---|---|
| **Projected FY '23 (June 30, 2023) Parking Fund Ending Balance (D-B)** | | $ | 237,000.00 |

## Virginia Community College System
## Auxiliary Reserve Plan for College Parking Facilities
## 2022-24 Biennium (FY 2023 and FY 2024)
## FY 2024

**College:** Patrick & Henry Community College

**A.** Projected FY '23 Parking Reserve Balance (June 30, 2023) — $ 237,000.00

**FY '24 Planned Use of Funds (thru June 30, 2024)**

| Project Description | Budget |
|---|---|
| 1 Miscellaneous Parking & Sidewalk Repairs | $ 50,000.00 |
| 2 | $ - |
| 3 | $ - |
| 4 | $ - |
| 5 | $ - |
| 6 *Additional Projects (See Continuation Sheet)* | $ - |

**B.** FY '24 Planned Use of Funds Total — $ 50,000.00

**FY '24 Projected Revenue (thru June 30, 2024)**

| Revenue Source Description | |
|---|---|
| 1 Mandatory Non-E&G Student Parking Fees | $ 52,000.00 |
| 2 Permit Parking Fees, Fines & Event Sales | $ - |
| 3 Local Government Contributions | $ - |
| 4 Interest | $ - |
| 5 Other (Please Specify) | $ - |
| 6 Other (Please Specify) | $ - |
| 7 Other (Please Specify) | $ - |

**C.** FY '24 Projected Revenue Total — $ 52,000.00

**D.** Projected FY '24 Available Parking Fund Total (A+C) — $ 289,000.00

**Projected FY '24 (June 30, 2024) Parking Fund Ending Balance (D-B)** — $ **239,000.00**

| Summary | |
|---|---|
| 2020-22 Projected Reserve Balance (June 30, 2022) | $ 220,000.00 |
| 2022-24 Planned Use of Funds | $ 85,000.00 |
| 2022-24 Projected Revenue | $ 104,000.00 |
| 2022-24 Projected Reserve Balance (June 30, 2024) | $ 239,000.00 |

**Date Approved by Local Board:** _____

**Signed by:** _____

**Title:** President, Patrick & Henry Community College

**Date:** _____

**Division of Technology**

**Annual Report 2020 – 2021**

**November 1, 2021**

David Deal – Dean of Technology

**Introduction**
The Division of Technology is composed of five departments which are Information Technology, Instructional Technology, Library Services, Learning Lab/Testing Center and Enterprise System Support.  The Division of Technology is directed under the leadership of David Deal, Dean of Technology.

The Division of Technology Annual Report 2021 summarizes the roles, responsibilities, highlights and future plans of each of the departments during the past 2020 – 2021 academic year.

## Technology
### Fall 2021

David Deal
Dean, Technology
FA033

Eric Arrington
Info Tech Specialist III
00011

Jay Stafford
Trainer/Instructor I
00031

Allen Lawson
Admin Office Sepc II
W0032

Mark Nelson
Info Tech Specialist III
00002

Kim Dillard
Info Tech Specialist I
R0007

Marcia Seaton-Martin
Asst. Coord Library Services
FA051

Jason Mabry
Info Tech Specialist II
00065

Mark Setliff
Info Tech Specialist I
00022

Charlie Martin
Admin Office Spec II
W0026

Julie Pruitt
Trainer/Instructor I
W0161

Aileen Martin
Library Specialist I
00017

Kevin Hairston
Computer Operations I
00052

Hilda Goad
Trainer Instructor I
W0111

Emily Keith
Admin & Office Spec. II
W0171

**Position Number Key:**
F    Faculty
G0   Restricted Faculty
FA   Faculty Ranked Admin
GA   Grant Admin
0    Classified Staff
R    Restricted
W    Hourly Wage

**Patrick HENRY** Community College

Revised 08/2021

## Division of Technology Highlights for the 2020 – 2021 Academic Year

- **Division of Technology (DOT) –** Implemented an eSignature solution using the Hyland Perceptive AssureSign system.

- **DOT –** Technology needs for the MET II Project.

- **DOT -** Worked with the VCCS System Office to migrate the local P&HCC Call Manager phone system to the VCCS Shared Services Call Manager cloud based phone system.

- **DOT -** New Reality Taskforce – Safe Welcome Back Team developed new standards for social distancing in the Lester Library, LRC Testing Center and campus classrooms.

- **DOT –** Implemented 140 webcams for 50 classroom instructor PCs and 90 student loaner laptops.

- **DOT –** set up a mobile Apple Mac Computer lab for XCode coding classes offered by the Workforce, Economic and Community Development division.

- **Information Technology (IT) -** Improve security and ease-of-use of VPN connectivity with the migration of two-factor authentication services to Microsoft 365 and Microsoft Authenticator.
- **IT -** Built, configured, and installed new WiFi 6 network consisting of 45 Meraki wireless access points utilizing Meraki's dashboard control across all campuses – Main campus, MET, IDEA Center, and Patrick County.
- **IT -** Ensured continuous upgrade of Windows 10 PCs to the latest build, currently the May 2021 update.
- **IT -** Replaced over 100 end-of-life staff, faculty, and classroom PCs.
- **IT -** Installed and supported all technology needs for the P&HCC Presidential search.
- **IT -** Replaced 29 Cisco network infrastructure devices across campus due to end-of-life status of existing equipment.
- **IT -** Investigated requirements, configuration, and implementation for hybrid-joining computer lab PCs to Microsoft 365 for the purpose of utilizing device-based licensing for Microsoft 365 Apps for Enterprise.
- **IT -** Fully migrated on-campus telephone system to shared services VCCS IP Telephony cloud environment.

- **Educational Technology (ET) - The P&HCC Official Website** was rewritten this year to provide a secure website by removing the Joomla content management system and replacing it with an in-house application.

- **ET - Rapid Identity** Rapid Identity handles the certification of users to allow entry into VCCS enterprise application such as SIS, Canvas, etc. The ET team worked with the VCCS personnel to provide product testing and ease of rollout at P&HCC.

- **ET -** New **Mitigating Circumstances On-line System  -** P&HCC allows students who have mitigating circumstances relative to grades to petition the committee to have the bad grade dropped.

- **ET –** New **Faculty Reassignment and Special Payment On-line System** for  faculty members who are reassigned to work on other projects.

- **ET** – New **Late Add On-line System** for approval of who can openly enroll in courses including dropping and adding additional courses.

- **Enterprise System Support (ESS) -** Run EF files for Mark Nelson – (Daily)
- **ESS -** Run CF files for Mark Nelson – (Weekly)

- **ESS -** Run the schedule for the website for Mark Nelson – (Monthly)
- **ESS -** Run Enrollment Summary Report to maintain spreadsheet – (Daily)
- **ESS -** Run Headcount for Chris Wikstrom – IR Dept. (Daily)
- **ESS -** Job Requests – 374
- **ESS -** Queries – 17
- **ESS -** Password Resets – 931
- **ESS -** Instructor/Advisor Table - 111
- **ESS -** Student Groups – 422
- **ESS -** Created/Deactivate eVA Accounts – 7
- **ESS -** Annual Armics Reviews – (Once a year)
- **ESS -** Created/Deactivate WES Accounts - 2
- **ESS -** Quarterly Armics Reviews – (Every three months)
- **ESS -** Maintaining all new hire IT packets – 99
- **ESS -** Adding NOVA instructors to the Instructor/Advisor table – 48
- **ESS -** Approving all NOVA instructor's workload – 48
- **ESS -** Maintain and update filing, inventory, mailing, and database systems, either **ESS -** manually or using a computer (security)
- **ESS -** Maintain and update the Sex Offenders spreadsheet every other month
- **ESS -** Maintain, add, and run reports for student groups within the College
- **ESS -** Grant access to end-users based on their EWP and supervisor
- **ESS -** Submit all NSC (National Student Clearinghouse) files - 11
- **ESS -** Maintain CRT Edit reports and Graduation file – (IR Dept.)
- **ESS -** Assisted Admissions with access to ImageNow and Perceptive Content
- **ESS -** Maintain Terms – 103
- **ESS -** Maintain the disability enrollment spreadsheet for reporting to Scott Guebert
- **ESS -** Maintain all submission dates on the NSC site for reporting
- **ESS -** Responsible for all P&HCC Smart Choice tickets (Inbox) - 39
- **ESS -** Assisted Lindsey Bryant with uploading MHC After 3/ Upward Bound files for **ESS -** Blumens through the National Student Clearinghouse site (3 times a year)
- **ESS -** Maintain changing all P&HCC passwords for Subsequent of Terms and Student Tracker
- **ESS -** Maintain Service Indicators on PHCC accounts
- **ESS -** Added (VX_FA_STDNT_SRVCS_CTR) to all EOC Users
- **ESS -** Run security Item Types in SIS for the Business Office
- **ESS -** Removed PUSH Authentication from student and employee accounts
- **Library -** Setting up displays each month about any awareness' or national days during that month.
- **Library -** Several LibGuides were created such as: Nursing, Early Childhood Education, Precision Machinery, Going Green – Eliminating Single Use Plastics, and Book Gallery (which replaces the New Book LibGuide).
- **Library -** Updates were made to our website, our LibGuides, and our Processing materials that has our institutions name on it to reflect the name change to Patrick & Henry Community College.

- **Library -** Streaming access for our nursing students for the Judith Miller RN and PN videos.
- **Library -** ARCL annual report,
- **Library -** IPEDS,
- **Library -** Nursing Accreditation ACEN,
- **Library -** VIVA Anti-Racism,
- **Library -** Accreditation for the Physical Therapy Assistant Program with CAPTE,
- **Library -** Open Education meeting,
- **Library -** Gale/VIVA webinar for Diversity, Equity, and Inclusion (DEI) eBook bundles,
- **Library -** Readex for databases involving the DEI databases,
- **Library -** History Makers Digital Archive Training,
- **Library -** ILL Community Forum on Worldshare Users, Hacks, Distance Learning, and ILL, Contu,
- **Library -** Copyright Changes to VIVA,
- **Library -** Fall leadership on educational materials made accessible and reference and instruction services during Covid – 19,
- **Library -** VIVA Open and Affordable Course Content Forum.
- **Testing Center -** Changed college name to Patrick & Henry Community College on all Testing Center documents. Amanda Broome put the updated proctor form on the Testing Center website.
- **Testing Center -** Created chart to keep track on an hourly basis of how many students are using desktop computers in the computer lab, how many are using laptops, and how many are just using a table to study. We started keeping this record on September 1, 2021. Data from this study can help us determine how many computers are needed and identify the need for places to plug-in and use laptops. Currently, students are having to sit at desks with a desktop computer to use a laptop, and then have to stretch a cord from a wall socket across the aisle to plug in their laptop. Not only is this inconvenient, it is also very dangerous for those walking by. The number of students with their own laptops and those that have borrowed one from Student Services has increased significantly in the past year. The Learning Lab probably needs to make some adjustments to make it more conducive for laptop use.
- **Testing Center -** Put shelves in copy room to store supplies.
- **Testing Center -** October 2020 - changed printer and monitor on WEPA kiosk in Philpott.
- **Testing Center -** January 2021 – changed printer in WEPA kiosk in LRC building.
- **Testing Center -** September 2021 – replaced drums in one of the WEPA printers in the LRC. A faulty sensor would not recognize one of the new drums. WEPA sent a replacement and we changed out the faulty printer.
- **Testing Center -** September 2021 – Assisted WEPA technician with down kiosk in Philpott. The monitor, motherboard, hard drive, power supply, and modem were all replaced.

# Information Technology Annual Report 2021
Eric Arrington, Senior Network Administrator – October 11, 2021

## Mission - Department of Information Technology
The Department of Information Technology of Patrick & Henry Community College is dedicated to providing state-of-the-art technology and first-class support for the academic and administrative areas to foster student success - February 9, 2006.
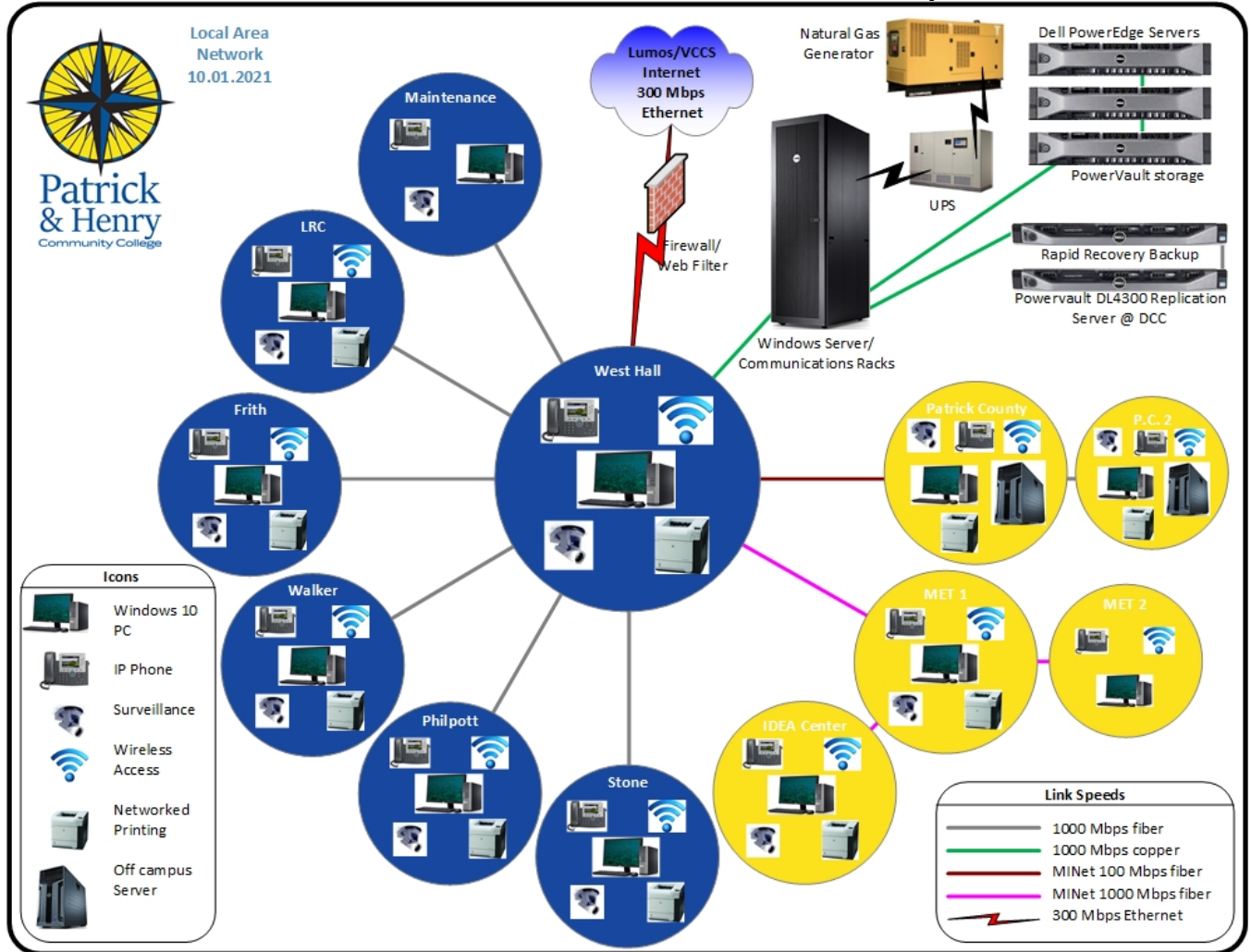
**Description of the P&HCC Network – 2021**

## West Hall Datacenter

Patrick & Henry Community College has a first-class computer network, originating in the West Hall Datacenter.  It is a hybrid network that consists of both virtual and physical servers.  Our virtual servers are now housed within the VCCS Infrastructure as a Service (IaaS) environment.  This system is physically located in datacenters in Northern Virginia.  We currently maintain a total of ten virtual servers in the IaaS environment.  These servers are primarily running the Microsoft Windows 2016 operating system.

P&HCC has a state of the art backup and recovery solution powered by Quest Rapid Recovery and running on Dell Poweredge R740 hardware.  There is also a Dell Powervault DL4300 server appliance running Quest Rapid Recovery located in the datacenter on the campus of Danville Community College that provides full offsite replication of all of our protected servers. P&HCC's surveillance system runs on a dedicated Dell Poweredge R440 server and consists of 140 IP security cameras and an external Dell Powervault MD1400 storage array with 54 TB of capacity for archived video footage.  There are currently 1,064 computers on the college network running Windows 10 Enterprise. The P&HCC network also includes forty-eight networked printers for staff, faculty, and classroom printing as well as two WEPA printing kiosks in the LRC Learning Lab and one WEPA printing kiosk in the Philpott Nursing lab for pay-per-print access for students.

Email for the college administrators, faculty, and staff is hosted within the Microsoft 365 environment. Students and adjuncts have a web based email account using the Gmail electronic mail system powered by Google and maintained by the Virginia Community College System in Richmond.

The College uses Cisco video conferencing units installed in two locations to deliver synchronous distance learning classes between the main campus and the Patrick County site in Stuart, VA.  Also, a Commonwealth video conference room using Polycom video conference equipment is located in room 145 of Frith Hall to deliver synchronous distance learning classes or video conference meetings between Virginia state agencies or local businesses on an as needed basis.

## Infrastructure

P&HCC's infrastructure starts with a Cisco ASR 1001X router at the edge, a Palo Alto PA-3050 Next Generation firewall, and dual Cisco 6506E core switches for gigabit switching/internal routing.  The internal cabling system consists of unshielded category 5e cabling, Gigabit Ethernet 1000 Mbps network interface cards, and a combination of Cisco Cisco 3560X, Cisco 9200 series, and Cisco 2960S switches.  Inter-building cabling consists of 12 strand multi-mode optical fiber connecting seven buildings on the main campus to dual Cisco 6506E Catalyst switches with a backbone speed of 1gbps (gigabit per second).

A 12 strand single-mode fiber connection between the main campus, Manufacturing and Engineering Technologies Complex, and Dalton IDEA Center is installed as part of the

Martinsville Information Network (MINet), providing one (1) Gbps connection service between the three locations.

A 100 Mbps fiber-optic network connection exists between the main campus and the Patrick County site in Stuart, Virginia.  This is extended to building two of the Patrick County site to provide that building with network and Internet access as well.  The 100 Mbps fiber-optic network is serviced by the City of Martinsville Information Network (MINet) and Mid-Atlantic Broadband.  This fiber-optic connection between the main campus and the Patrick County site provides off-campus access to P&HCC network resources including email, Internet, online instructional courses, data stored on campus servers, and video conference access to the main campus synchronous distance learning courses.

P&HCC connects via the Cisco ASR 1001X router to the Internet through a statewide Ethernet network using a 300+ mbps Ethernet connection for Internet access, Internet 2 access, and VCCS Enterprise systems including the PeopleSoft Student Information System (SIS), Administrative Information System (AIS), and Human Resources Management System (HRMS), and many other service offerings.

## Voice over IP

A Cisco ISR 4331 router is installed to interface our campus voice solution with our voice services carrier, currently Centurylink, utilizing a single PRI Digital line.  We are now part of a multi-system IP Telephony solution that is centrally managed by VCCS ITS.  Voice over IP (VoIP) bridges the P&HCC main campus and the Virginia Community College System office in Richmond, Virginia as well as many of the other Virginia Community Colleges.  The P&HCC IP telephony network currently consists of 220 Cisco 7900 and 8800 Series IP telephones and also provides voicemail services to all faculty and staff at the main campus, MET complex, and Dalton IDEA Center as well as to the Patrick County site.

## Server Room and Wiring Closet Description

The datacenter, which contains core network equipment and servers is located in the basement level of West Hall.  The server room is located in a totally surrounded concrete enclosure.  The exterior concrete wall has a fire resistant door with numeric keypad security lock.  The concrete enclosure provides protection from the heat of a building fire for 1 ½ hours.

A Caterpillar Olympian external natural gas powered generator is also installed to provide continuous uninterruptable power to all the communications equipment and servers in the server room and the three West Hall primary data communications closets and phone system until the commercial power is restored.  As a backup for the generator, the server room contains its own Liebert NX 30kVA UPS system which provides several hours of battery backup power for the servers and telecommunications equipment during a power outage.  The server room has an environmentally controlled system which maintains a constant temperature and humidity level.  The server room also contains a water sensor and smoke detector which emits an audible alarm and triggers a strobe light in the main floor lobby of West Hall if there is a cooling, water, or

smoke alarm.  Any alarms from the West Hall server room will alert our response team to action.

An FM-200 gas fire extinguisher system is installed in the West Hall Server room.  The FM-200 gas fire extinguisher system will automatically detect any fire in the West Hall server room and totally extinguish the fire.  As a backup to the FM-200 gas fire extinguisher system, a "delay charge" sprinkler system with two nozzles is also installed in the West Hall server room.  The sprinkler system will only operate in the event that the FM-200 gas system fails and the heat rises to a lever where the sprinkler head will activate a control panel which will in turn charge the sprinkler.  The West Hall server room also has a handheld fire extinguisher for electrical fires.  The P&HCC West Hall server room, which contains our network infrastructure communication devices, server farm, and telephone system is fully protected from power outage, fire, high humidity, high temperature, water, smoke, and unauthorized access.

## Information Technology Accomplishments: 2020-2021 Academic Year

- ❖ Improve security and ease-of-use of VPN connectivity with the migration of two-factor authentication services to Microsoft 365 and Microsoft Authenticator
- ❖ Built, configured, and installed new WiFi 6 network consisting of 45 Meraki wireless access points utilizing Meraki's dashboard control across all campuses – Main campus, MET, IDEA Center, and Patrick County
- ❖ Provided remote support to staff and faculty during times of remote work due to COVID-19 pandemic
- ❖ Ongoing projects:
  - o Migration from Office 2016/2019 Pro to Microsoft 365 Apps (90% complete)
  - o Upgrade P&HCC servers from Windows Server 2012 R2 to 2016/2019 (89% complete)
- ❖ Ensured continuous upgrade of Windows 10 PCs to the latest build, currently the May 2021 update
- ❖ Migrate additional services to Microsoft 365 environment including email distribution lists
- ❖ Replaced over 100 end-of-life staff, faculty, and classroom PCs
- ❖ Continue to replace hard drives on older laptops with Solid State Hard Drives, which provides a significant performance boost for the end user
- ❖ Installed and supported all technology needs for the P&HCC Presidential search
- ❖ Replaced 29 Cisco network infrastructure devices across campus due to end-of-life status of existing equipment
- ❖ Prepare 25 new laptops for WECD division to be used at MET for workforce training activities

❖ Investigate requirements, build, and implement  procedure for hybrid-joining computer lab PCs to Microsoft 365 for the purpose of utilizing device-based licensing for Microsoft 365 Apps for Enterprise
❖ Fully migrated on-campus telephone system to shared VCCS IP Telephony environment
❖ Logged and closed 1,642 IT related tickets – decrease due to streamlined support methods and much less activity in 2020/2021 because of COVID pandemic
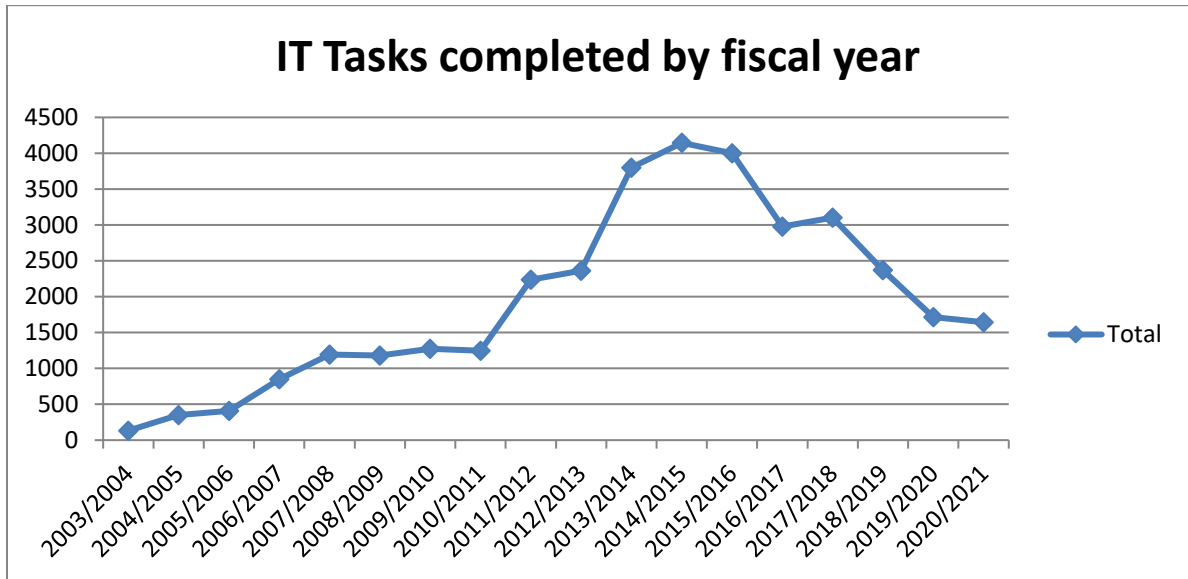
## P&HCC On-Campus Network Diagram 2021
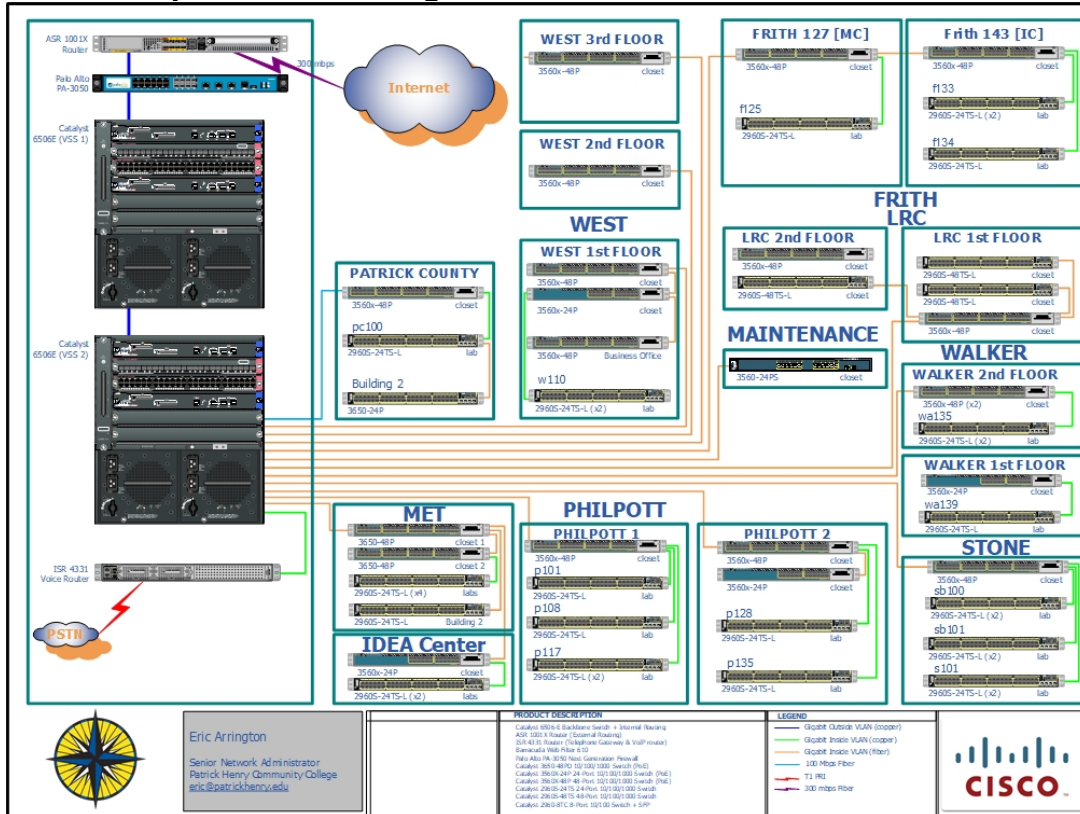
## P&HCC Off-Campus Network Diagram 2021
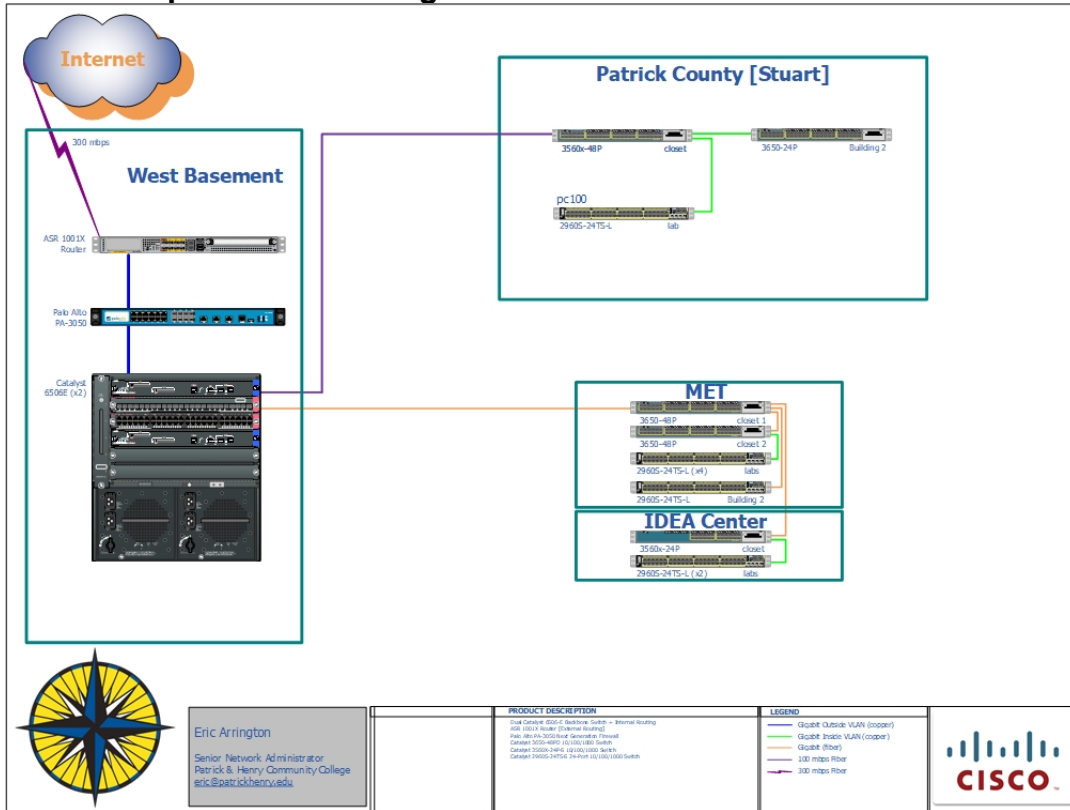
# P&HCC Production Network Servers 2021

| Patrick Henry Community College Virtual Servers | | | |
|---|---|---|---|
| | PHDC01 | PHADS01 | PHADS02 | PHAZ01 |
| Manufacturer/Model | IaaS Virtual | IaaS Virtual | IaaS Virtual | IaaS Virtual |
| Date rec'd / Warranty | n/a | n/a | n/a | n/a |
| Ser#/Service Code | n/a | n/a | n/a | n/a |
| Operating System | Microsoft Windows Server 2016 | Microsoft Windows Server 2016 | Microsoft Windows Server 2016 | Microsoft Windows Server 2012 R2 |
| Role | Domain Controller | Member | Member | Member |
| Speed | 2.3 GHz (2) | 2.3 GHz (2) | 2.3 GHz (2) | 2.3 GHz (2) |
| Memory | 2 GB | 4 GB | 4 GB | 4 GB |
| Capacity | | | | |
| Comments | DC, DNS, DHCP(SEC), DFS | Data and Application server | Student Data/Application/Print server | Office 365 AD Sync and SMTP |
| | PHRE01 | PHPS01 | PHSIGN01 | PHSUS01 |
| Manufacturer/Model | IaaS Virtual | HyperV Virtual | IaaS Virtual | HyperV Virtual (PHDC02) |
| Date rec'd / Warranty | n/a | n/a | n/a | n/a |
| Ser#/Service Code | n/a | n/a | n/a | n/a |
| Operating System | Microsoft Windows Server 2012 R2 | Microsoft Windows Server 2016 | Microsoft Windows Server 2016 | Microsoft Windows Server 2019 |
| Role | Member | Member | Member | Member |
| Speed | 2.3 GHz | 2.3 GHz (2) | 2.3 GHz (2) | 2.1 GHz |
| Memory | 2 GB | 4 GB | 4 GB | 8 GB |
| Capacity | | | | |
| Comments | Raiser's Edge | Print Server, NSN, Siemens/Solidworks | Samsung Magicinfo Server | WSUS |
| | PHWWW01 (DMZ) | PHWWW02 (DMZ) | PHCC-DC02 | PHNPS01 |
| Manufacturer/Model | IaaS Virtual | IaaS Virtual | HyperV Virtual (PHIMG01) | HyperV Virtual (PHIMG01) |
| Date rec'd / Warranty | n/a | n/a | n/a | n/a |
| Ser#/Service Code | n/a | n/a | n/a | n/a |
| Operating System | Microsoft Windows Server 2016 | Microsoft Windows Server 2019 | Microsoft Windows Server 2012 R2 | Microsoft Windows Server 2012 R2 |
| Role | Member | Member | Member | Member |
| Speed | 2.3 GHz (2) | 2.3 GHz (2) | 2.5 GHz (2) | 2.5 GHz (2) |
| Memory | 4 GB | 4 GB | 8 GB | 2 GB |
| Capacity | | | 66/20 GB | 100/20 GB |
| Comments | Web Server - www.patrickhenry.edu | Web Server - Custom Applications | EAD RODC | EAD NPS - wireless authentication |
| | PHDC02 | PHIMG01 | PHDVR01 | PHMD1400 |
| Manufacturer/Model | Dell Poweredge R440 | Dell Poweredge R440 | Dell Poweredge R440 | Dell Powervault MD1400 |
| Date rec'd / Warranty | 5.8.2019 / 5.6.2024 | 5.7.2019 / 5.5.2024 | 5.6.2019 / 5.4.2024 | 5.7.2019 / 5.5.2024 |
| Ser#/Service Code | 5KRNDW2 | 5KRPDW2 | 5KTMDW2 | 108XDW2 |
| Operating System | Microsoft Windows Server 2019 | Microsoft Windows Server 2019 | Microsoft Windows Server 2019 | |
| Role | Domain Controller | Member | Member | |
| Speed | (2) 8-Core Intel Xeon Silver 2.1 GHz | (2) 8-Core Intel Xeon Silver 2.1 GHz | (2) 8-Core Intel Xeon Silver 2.1 GHz | |
| Memory | 32 GB | 32 GB | 32 GB | |
| Capacity | | | | 56 TB (RAID 6) |
| Comments | DC, DNS, DHCP(PRI), DFS, KMS, HYP-V | Symantec Ghost/Deepfreeze | Surveillance Server - NetDVMS | Storage array for Surveillance video |
| | PHRRLOC01 | PHAAREM02 | PHPCS01 | PHSEC01 |
| Manufacturer/Model | Dell Poweredge R740 | Dell Powervault DL4300 | Dell Poweredge R430 | Dell Optiplex 7050 |
| Date rec'd / Warranty | 5.7.2019 / 5.5.2024 | 04.29.2016 / 04.29.2021 (NBD-Pro) | 4.11.2018 / 4.11.2023 | 7.22.2017 / 7.22.2020 |
| Ser#/Service Code | CSPFGB2 | CSPFGB2 | CLNDMN2 | 7VGKHK2 |
| Operating System | Microsoft Windows Server 2019 | Windows Server 2012 R2 | Microsoft Windows Server 2019 | Microsoft Windows Server 2019 |
| Role | Member | Member | Domain Controller | Member |
| Speed | (2) 8-Core Intel Xeon Gold 3.2 GHz | (2) 6-Core Intel Xeon 2.6GHz | (2) Intel Xeon 1.9 GHz (E5-2609 v3) | 3.4 GHz (4) |
| Memory | 132 GB | 64 GB | 16 GB | 8 GB |
| Capacity | | 300GB (Raid 1)/10 TB (Raid 6) | 2TB | |
| Comments | Rapid Recovery Replication Target | Rapid Recovery Replication Target | DC, DNS, DHCP, DFS | Symantec VIP, NPS, NSN |

**P&HCC Current Personal Computer Distribution List 2021**
October 11, 2021

| Administrative, Faculty, and Staff computers | |
|---|---|
| Main Campus Administrators, Faculty, and Staff Computers | 235 |
| Off-campus Administrators, Faculty, and Staff Computers | 20 |
| Total Administrators, Faculty, and Staff Computers | **255** |
| | |
| **On-Campus Student computers** | |
| Frith 125 Computer Classroom | 20 |
| Frith 133 Computer Classroom | 25 |
| Frith 134 Computer Classroom | 20 |
| LRC Learning Lab | 42 |
| LRC Testing Center | 18 |
| LRC Writing Center | 9 |
| LRC Math Lab | 8 |
| LRC Reference | 12 |
| Philpott 117 Nursing Computer Lab | 30 |
| Philpott 135 Administration of Justice Computer Classroom | 12 |
| Philpott 137 Wireless Notebook Cart | 30 |
| Stone Basement 100 Computer Classroom | 29 |
| Stone Basement 101 Computer Classroom | 30 |
| Stone 101 Computer Classroom | 30 |
| Walker 135 Computer Classroom | 30 |
| Walker 139 Computer Classroom | 24 |
| Walker 228 Computer Classroom and Testing Center | 8 |
| West B102 Developmental Math Lab | 35 |
| West 110 Computer Classroom | 36 |
| West 127 Wireless Notebook cart | 30 |
| West 136 Middle College Wireless Cart | 16 |
| West 312 Wireless Notebook cart | 30 |
| **Student Access Main Campus Total** | **524** |
| | |
| **Off-Campus Student computers** | |
| IDEA Center Design Lab | 9 |
| IDEA Center Fab Labs and Equipment PCs | 22 |
| MET 116 Motorsports Computer Classroom | 20 |
| MET 117 Electronics Computer Classroom | 17 |
| MET 118 CADD Computer Classroom | 16 |
| MET 125 Electronics Computer Classroom | 20 |
| MET Mobile Notebook Carts | 40 |
| MET Workforce Mobile Notebook Carts | 20 |
| Patrick County 100 Computer Classroom | 31 |
| Patrick County 105 Advising and Testing | 12 |
| Patrick County Wireless Notebook Cart | 15 |
| **Student Access Off-Campus Total** | **222** |
| | |
| **Other Faculty and Staff computers** | |
| Academic Classroom Instructor PCs | 58 |
| ODU Classroom/staff | 5 |

| Total other faculty and staff PCs | 63 |
|---|---|
| Total P&HCC computers | 1062 |

**P&HCC Classroom Analysis 2021**

Room Definitions:

| | |
|---|---|
| **Electronic Classroom** | Room with an instructor computer and permanently installed projector, LCD panel, Plasma Screen, or Computer Monitor(s) for students to view materials from the instructor computer. |
| **Computer Lab** | Room with a separate computer for each student that generally has each student working individually.  Typically, classes are not scheduled to hold all of their class meetings in a "lab." |
| **Computer Classroom** | Room with a separate computer for each student that generally is the regularly scheduled meeting place for a class. |
| **Commonwealth Classroom** | The Commonwealth Classroom (http://www.vccs.edu/vccsit/Archive/classdef.PDF) provides classroom size facilities for two-way video conferencing for large groups.  It consists of:<br>• a typical classroom-size room (25-30 people)<br>• the most up-to-date interactive video equipment available to Colleges<br>• Campus LAN/Internet connectivity<br>• power, lighting, acoustical and furniture considerations<br>• Telephone<br>Optional equipment<br>• Video display equipment |

| Building | Room No. | Electronic Classroom | Computer Lab | Computer Classroom |
|---|---|:---:|:---:|:---:|
| Frith | 124 | ✓ | | |
| Frith | 125 | | | ✓ |
| Frith | 133 | | | ✓ |
| Frith | 134 | | | ✓ |
| Frith | 154 | ✓ | | |
| IDEA Center | Design Lab | | ✓ | |
| LRC | Learning Lab | | ✓ | |
| LRC | Testing Center | | ✓ | |
| LRC | Writing Center | | ✓ | |
| LRC | Math Lab | | ✓ | |
| LRC | Reference | | ✓ | |
| MET | 116 | | | ✓ |
| MET | 117 | | | ✓ |
| MET | 118 | | | ✓ |
| MET | 125 | | | ✓ |
| MET 2 | PM | ✓ | | |
| Patrick County | 100 | | | ✓ |
| Patrick County | 101 | ✓ | | |
| Patrick County | 102 | ✓ | | |
| Patrick County | 103 | ✓ | | |
| Patrick County | 105 | | ✓ | |
| Philpott | 101 | ✓ | | |
| Philpott | 105 | | | |
| Philpott | 106 | | | |
| Philpott | 108 | ✓ | | |
| Philpott | 110 | ✓ | | |
| Philpott | 117 | | ✓ | |
| Philpott | 119 | ✓ | | |
| Philpott | 121 | ✓ | | |

| Building | Room No. | Electronic Classroom | Computer Lab | Computer Classroom |
|---|---|---|---|---|
| Philpott | 126 | ✓ | | |
| Philpott | 128 | ✓ | | |
| Philpott | 129 | ✓ | | |
| Philpott | 134 | | | ✓ |
| Philpott | 135 | ✓ | | ✓ |
| Philpott | 137 | ✓ | | |
| Philpott | 140 | ✓ | | |
| Philpott | 141 | ✓ | | |
| Stone | B100 | | | ✓ |
| Stone | B101 | | | ✓ |
| **Building** | **Room No.** | **Electronic Classroom** | **Computer Lab** | **Computer Classroom** |
| Stone | 101 | | | ✓ |
| Walker | 135 | | | ✓ |
| Walker | 139 | | | ✓ |
| Walker | 228 | | | ✓ |
| West | B102 | | | ✓ |
| West | 110 | | | ✓ |
| West | 124 | ✓ | | |
| West | 127 | ✓ | | |
| West | 134 | ✓ | | |
| West | 135 | ✓ | | |
| West | 136 | ✓ | | |
| West | 205 | ✓ | | |
| West | 207 | ✓ | | |
| West | 208 | ✓ | | |
| West | 209 | ✓ | | |
| West | 215 | ✓ | | |
| West | 221 | ✓ | | |
| West | 222 | ✓ | | |
| West | 223 | ✓ | | |
| West | 224 | ✓ | | |
| West | 312 | ✓ | | |
| West | 319 | ✓ | | |
| | | **34** | **8** | **18** |

**Future Projects**

- ❖ Strengthen our security posture by further utilizing Tenable Nessus vulnerability scanning technology and implementing two-factor authentication for our Office 365 environment
- ❖ Implement service to provide 24/7/365 external network penetration testing
- ❖ Test and install all equipment necessary for four Hyflex classrooms on main campus
- ❖ Continue mobile device hard drive encryption extending to all P&HCC laptops that are used off campus for privileged access (Remote access of sensitive systems)
- ❖ Install additional servers as needed through additional utilization of IaaS environment
- ❖ Continue to improve redundancy and recovery of physical servers and network infrastructure
- ❖ Continue to maintain a five year replacement cycle for end-of-life Dell desktop and notebook computers during the 2020 – 2021 academic year
- ❖ Migrate all annual Security Awareness Training from GLS to KnowBe4
- ❖ Continue working toward implementation of five year replacement cycle for EOL projectors and document cameras
- ❖ Reduce complexity and difficulty-of-use of the compressed video solution through use of new Zoom Enterprise platform

**Information Technology Staff**

**Eric Arrington, Senior Network Administrator**

- ❖ Associate of Arts and Sciences – Major: Business Administration – P&HCC
- ❖ Bachelor of Business Administration – Information Systems – Radford University
- ❖ Master of Science – Information Security and Assurance – Western Governors University
- ❖ Certified Ethical Hacker (EC Council CEH) – expired
- ❖ Certified Hacking Forensic Investigator (EC Council CHFI) – expired
- ❖ Certified ISO 27000 Specialist (SANS G2700 Certification) – expired
- ❖ Certified Novell Administrator (CNA)
- ❖ CompTIA Network + Certification
- ❖ CompTIA Security + Certification
- ❖ Cisco Certified Entry Network Technician (CCENT) – expired
- ❖ Cisco's Certified Network Associate (CCNA) – expired
- ❖ 24 years of experience

**Mark Setliff, Network/Desktop Technician**

- ❖ Associate in Computer Programming – Gilford Technical Community College
- ❖ Bachelor of Arts in Biology – University of Virginia
- ❖ Dell Certified Desktop and Server
- ❖ 19 years of experience

## Jason Mabry, Network/Desktop Technician
- ❖ Associate in Applied Science – Patrick & Henry Community College
- ❖ Bachelor of Science – Computer Science and Technology – Radford University
- ❖ 16 years of experience

## Kevin Hairston, Media/Desktop Technician
- ❖ 5 years of experience

**Educational Technology Annual Report 2020/21**
Mark W. Nelson, Educational Technologist – October 1, 2021

**Mission – Educational Technology**
The Distance Learning and Educational Technology Department is dedicated to designing, deploying, and supporting multiple applications to enhance the use of technology in the classroom, through distance learning and general student life at Patrick & Henry Community College [P&HCC].

**Direct Student/Instructor Support**
The Educational Technology Department [ET] provides frontline support for students and faculty to the VCCS email, myVCCS Directory Manager and Learning Management Systems. The VCCS maintains the systems but does not provide individual user support. That task remains with the local college. The P&HCC ET operates a support line for its 1500+ students and 120+ instructors. Through the 2020/21 academic year the ET received 1,726 student support tickets and 763 instructor tickets. The number of support tickets have fallen drastically since the implementation of the new password system by the VCCS. Students and employees can more easily reset their own passwords without contacting the help desk.

**The Main P&HCC Website**
The P&HCC Official Website was rewritten this year removing the Joomla content management system and replacing it with an in-house application. This action was taken because the Joomla system utilizes jQuery and other scripting languages which makes it inherently susceptible to hackers. The new system uses native PHP and JavaScript only.

P&HCC also utilizes a webserver dedicated to the 247 in-house applications. These applications serve every facet of the college community from admission to post graduate and retention surveys.

**The Learning Management System**
P&HCC uses the current Learning Management System [LMS] offered by the VCCS. The current LMS is Canvas by Instructure.

Julie Meador, Associate Professor of Administrative Support Technology & Legal Assisting, was again assigned by the Vice President of Academic and Student Success Services to assist the ET providing Instructional Design and frontline support to faculty on best practices of Canvas. Ms. Meador also provided multiple training sessions and online support for faculty during the year. The VCCS also provided dozens of Zoom based training for Canvas, online instruction and moving your course online.

**Major Projects for 2020/21**
As with any year the ET team was very involved in many projects both with the VCCS and local administration. Below are just a few notable projects.

> **Rapid Identity** Rapid Identity handles the certification of users to allow entry into VCCS enterprise application such as SIS, Canvas, etc. The ET team worked with the VCCS personnel to provide product testing and ease of rollout at P&HCC. Rapid Identity also allows for multiple factor authentication [MFA]. Currently only

employees who have password reset capability are required to use MFA. The VCCS is planning to implement MFA for all users by the summer of 2022.

**Mitigating Circumstances System** P&HCC allows students who have mitigating circumstances relative to grades to petition the committee to have the bad grade dropped. The process requires the mitigating circumstances coordinator [MCC] to gather information from the student in the form of an essay explaining the circumstances. The MCC must then contact the student's instructors and gather the student's final grade, last date of attendance and any additional documentation. The MCC will then present the information to the Mitigating Circumstances Committee to vote if the student warrants a grade change. If the committee approves the request it is forwarded to the Academic Vice-President for approval. If approved the request is sent to Financial Aid for processing and approval. Finally the entire packet is sent to the Registrar for processing.

The ET created an online solution for this process which requires much less time and is handled more efficiently. Formally the MCC had to schedule a private meeting with each person involved due to the sensitivity of the information being shared. The new system uses the VCCS credentials to restrict access to only the elements of each student request which is needed.

**Faculty Reassignment and Special Payment System** If faculty members are reassigned to work on other projects, such as Julie Meador as mentioned in the LMS section above, a request must be initiated by the division dean. The request is then submitted to the Vice-President of Academics for approval. Then it is sent to the college president followed by the Vice-President of Finance and finally to Human Resources for processing.

The ET created an online solution for this process which speeds up the approval process and once again maintains high security over the sensitive data being exchanged.

**Late Add System** Each semester the college has a standard enrollment window where students can openly enroll in courses including dropping and adding additional courses. However, once courses begin federal guidelines require a more strict control over how a student can be enrolled. The process is initiated by the student and may involve their academic advisor. The initial request must be approved by the instructor(s) of each course to be added. Then the request is forwarded to the division dean, then the Vice-President of Academics for approval, followed by the registrar for processing.

The ET created an online solution for this process which speeds up the approval process and once again maintains high security over the sensitive data being exchanged.

Attachment I
**Distance Learning and Educational Technology Staff**
Mark W. Nelson
- Bachelor of Science – Management Information Systems – Gardner-Webb University
- Certified Online Instructor – LERN
- Certified IOS Objective C Programmer – About Object, Inc
- Certified MS Access Expert – Microsoft MOUS
- Certified TOP Instructor – VCCS Teaching Online Program
- Certified PHP Developer – W3C
- Certified JavaScript Developer – W3C
- Certified Python Web Developer – W3C
- 12 hours of Graduate Level in Distance Education – UVA/UMUC
- 31 years' experience in adult education
- 26 years' experience in website development
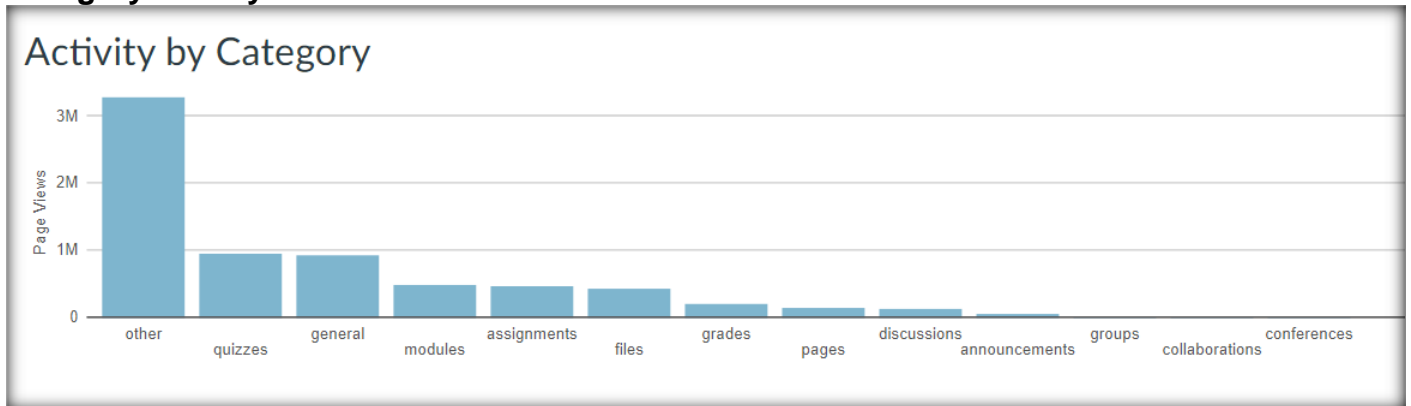- 44 years' experience in programming and software design

Julie Pruitt
- Bachelor of Arts in Education at Liberty University
- Associate Degree in General Studies/Education from P&HCC
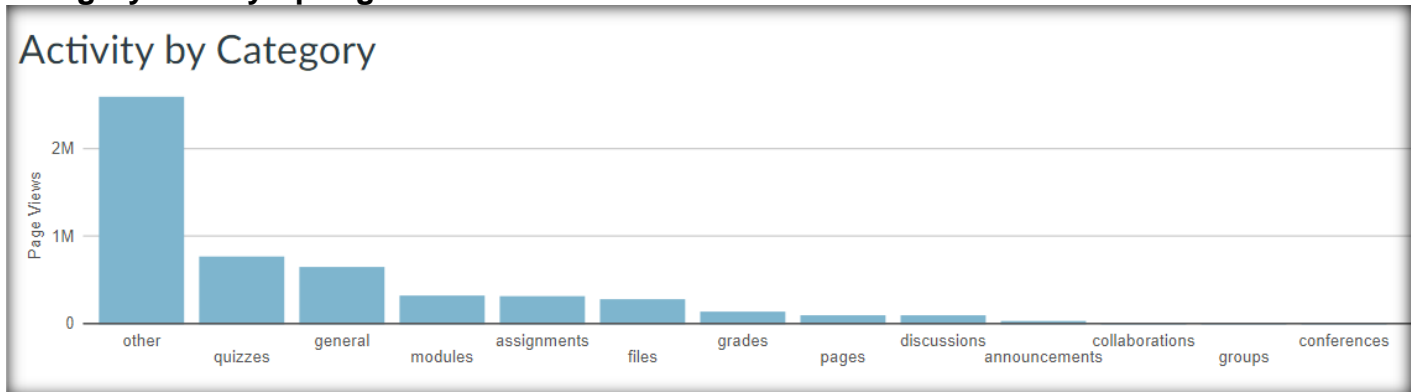- Teaching Assistant at Meadow View Elementary School

## Attachment II, Canvas Activity
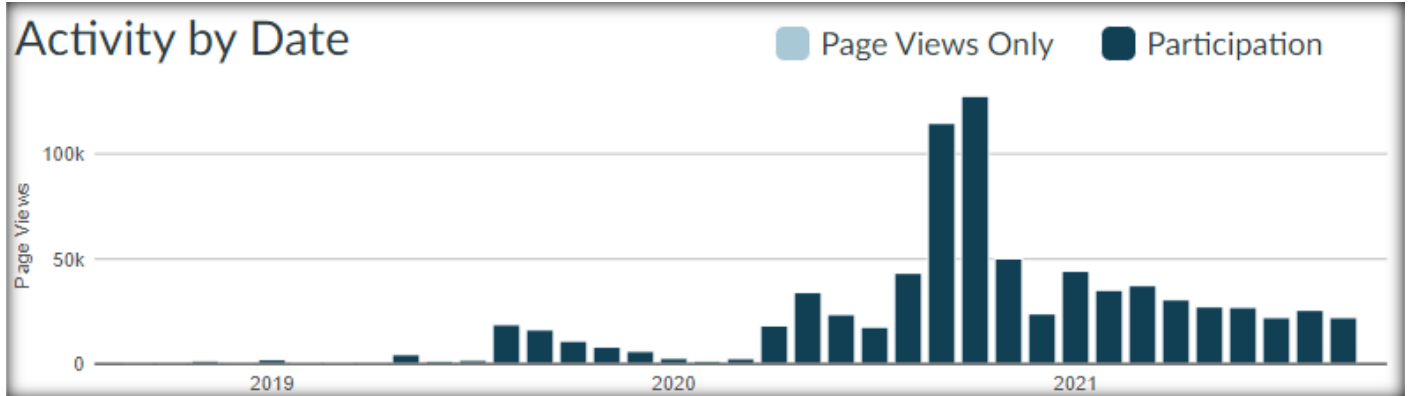


## Category activity Fall 2020



## Category activity Spring 2021

**Information Technology Annual Report**
**Kimberly Dillard, Enterprise Support Specialist/ Security Officer/ eVA & AIS**
**Coordinator October 1, 2021**

The Enterprise Support Specialist is dedicated to supporting the College Administrators, Faculty, Staff, and Students with the PeopleSoft SIS, AIS, HRMS enterprise systems along with Enterprise System Security and the Learning Management System (LMS) as well as the new IAMS. Provides frontline support for students, administrators, faculty, and staff for accessing the VCCS student email, PeopleSoft SIS, AIS, HRMS, WES and Learning Management System. Perform Annual and Quarterly ARMICS Security Reviews.

**Purpose of Position:**

Responsible for performing the administrative tasks, security management and end-user training to support the College PeopleSoft Student Information System (SIS), Accounting Information system (AIS), Human Resources System (HRMS), Workforce Enterprise System (WES) and the courses using the new Learning Management System (LMS) which is now called Canvas. Work with the College's end-users to determine the resolution of customer service requests, queries, reports, security, etc. primarily in a PeopleSoft environment and in the LMS environment. Serve as the PeopleSoft Data Security Officer for the College supporting the security access for the PeopleSoft SIS, AIS, HRMS, WES, eVA, Mainframe and LMS Enterprise systems. Create training materials and conduct training sessions for the users. Attend scheduled meetings and formal training and workshops as required.

**Documentation & Assistance to IR Programmer:**

Assist the IR programmer in maintaining logs of activities and completed work; working in Student Information Systems (SIS) supporting Institutional Research & Effectiveness and Student Records; state and federal reporting (National Student Clearinghouse, FERPA); managing the Credit Reporting Table and Edit Report each term; maintaining multiple databases within IR (security, enrollment summaries, and data requests).

**Enterprise Support Specialist Accomplishments: October 2020 -Sept. 2021**
- Run EF files for Mark Nelson – (Daily)
- Run CF files for Mark Nelson – (Weekly)
- Run the schedule for the website for Mark Nelson – (Monthly)
- Run Enrollment Summary Report to maintain spreadsheet – (Daily)
- Run Headcount for Chris Wikstrom – IR Dept. (Daily)
- Job Requests – 374
- Queries – 17
- Team Dynamix Tickets – 59
- Password Resets – 931
- Instructor/Advisor Table - 111

- Student Groups – <span style="color:red">422</span>
- Created/Deactivate eVA Accounts – <span style="color:red">7</span>
- Annual Armics Reviews – (Once a year)
- Created/Deactivate WES Accounts - <span style="color:red">2</span>
- Quarterly Armics Reviews – (Every three months)
- Maintaining all new hire IT packets – <span style="color:red">99</span>
- Adding NOVA instructors to the Instructor/Advisor table – <span style="color:red">48</span>
- Approving all NOVA instructor's workload – <span style="color:red">48</span>
- Maintain and update filing, inventory, mailing, and database systems, either manually or using a computer (security)
- Maintain and update the Sex Offenders spreadsheet every other month
- Maintain, add, and run reports for student groups within the College
- Grant access to end-users based on their EWP and supervisor
- Submit all NSC (National Student Clearinghouse) files - <span style="color:red">11</span>
- Maintain CRT Edit reports and Graduation file – (<span style="color:red">IR Dept.</span>)
- Assisted Admissions with access to ImageNow and Perceptive Content
- Maintain Terms – <span style="color:red">103</span>
- Maintain the disability enrollment spreadsheet for reporting to Scott Guebert
- Maintain all submission dates on the NSC site for reporting
- Assisted employees with password resets in TEST
- Responsible for all P&HCC Smart Choice tickets (Inbox) - <span style="color:red">39</span>
- Assisted Lindsey Bryant with uploading MHC After 3/ Upward Bound files for Blumens through the National Student Clearinghouse site (3 times a year)
- Maintain changing all P&HCC passwords for Subsequent of Terms and Student Tracker
- Maintain Service Indicators on PHCC accounts
- Added (VX_FA_STDNT_SRVCS_CTR) to all EOC Users
- Added Secure File Transfer to MyPHCC tabs
- Mapped Networking drives on my computer
- Run security Item Types in SIS for the Business Office
- Removed PUSH Authentication from student and employee accounts

**Professional Development and Contributions:**
- ✓ Assisting end users with the new Rapid Identity (RI)
- ✓ Change in the way we set up Adjunct Instructors going further. This was a change added to the Security Admins by the SSC. If an Adjunct is not paid by your agency the security officer will have to create an Emplid in SIS for them and add them to the Instructor/Advisor table
- ✓ Provided documentation and videos to end users as well as students for accessing the new Multi-Factor Authentication (MFA)

- ✓ New IAMS Account Creation & Password Messaging to Students – went Live 10/04/21
- ✓ New procedure with entering DE Instructors in SIS if they do not get paid from our agency (No HRMS account need to be created)

### Trainings and/or Developmental Activities

**WES Workgroups- (2:00-3:00) with Katherine Butler:**
- ✓ From October 2020 – September 2021
  - Total: 9 for the year

**A&R Workgroup Meetings w/Matt Fitzgerald: from (2:00 – 3:30)**
- ✓ From October 2020 – December 2021
  - Total: 26

**VCCS Enterprise Security Support w/Imad Abi Falah:**
- ✓ From October 2020 – September 2021
  - Total: 7

**SIS Training/WebEx Meetings mostly with Chris Byrd:**
- ✓ From October 2020 – September 2021
  - Total: 12

**IAMS/ FLUID /MFA w/Emilio Acevedo:**
- ✓ From October 2020 – September 2021
  - Total: 4

### Other Trainings/Webinars
- ✓ From October 2020 – September 2021

- SIS 9.2 Technical Upgrade Project (Test Kick-off meeting)
- MyVCCS Admin Replacement meeting
- Annual P&HCC Diversity & Inclusion Training
- Had to complete additional security training for Administrators based on the email from Eric Arrington explaining why I needed to. (See below)

Hi, Kim-
I should have sent this particular email to you prior to sending the email about the requirement of additional Security Awareness Training due to your roles and responsibilities in relation to Information Security. We are required to provide that additional training module to all individuals that have assigned Information Security roles.
In your case, you are assigned the role of System Administrator for various VCCS Enterprise Systems.

**System Administrators -** The System Administrator is an analyst, engineer, or technician who implements, manages, and/or operates a system or systems. The System Administrator assists College and System Office management in the day-to-day administration of the IT systems, and implements security controls and other requirements of the local IT security program on IT systems for which the System Administrator have been assigned responsibility. Typically in the VCCS these are SIS Security Officers, LAN Administrators, Network Security Engineers, etc.
Every aspect of this may not apply, but you have this assigned role because of your job responsibilities surrounding granting access to Enterprise resources in these systems.  Please let me know if you have any questions.
Eric
 Eric Arrington | Senior Network Administrator / ISO
ph: 276 656 0280 | fax: 276 656 0320 | eric@patrickhenry.edu

**Future Projects:**

➢ VCCS wants to add Student ID photos in SIS (upcoming)
➢ FLUID Phase 2 coming in November
➢ Upgrade for HRMS 9.2 (November)


➢ **PeopleSoft/Oracle 9.2 Upgrade:**

As the Enterprise Support Specialist/ Security Officer/ eVA/AIS Coordinator

I will be very involved in this process as well, but we do not have any updated information from the VCCS to report on right now. This will be coming down the pipeline and training as well. I will have to be trained in every system as it is different with each one of them (SIS, AIS, HRMS, WES, eVA and LMS).

**Lester Library**
**Annual Report 2020-2021**
**Marcia Seaton-Martin – Library Services Coordinator**

**Narrative**

Lester Library provides a diverse collection of resources, with formats that include print, eBooks, microforms, DVDs, streaming videos, and scholarly databases. Currently, our library collection houses approximately 29,258 items. This collection is augmented by approximately more than 265,000 e-books (from publishers and vendors including O'Reilly for Higher Education, EBSCOhost, Gale, ProQuest,). In addition, the library collection provides access to video resources with streaming media titles from collections such as *Films On Demand* (which includes the Archival Films and Newsreels Collection and the Feature Films for Education), Academic Vide on Online (AVON), Docuseek, the Sage Video Collection, and the library collection provides streaming audio books from Overdrive.

For local and national archival research (primary and secondary), the library provides access to back issues of the *Martinsville Bulletin* and the *New York Times* through its microfilm collection. Equipment is available to view, save, or print articles from these archives. In addition, the library provides access to more than 160 scholarly full-text and bibliographic databases, providing access to over 30,000 full-text journals covering all relevant undergraduate subject areas. The library houses the Stone Collection (interfiled), a print collection focusing on Southern history, Virginia history, the American Civil War, and the antebellum South.

Trained library staff are available to provide bibliographic instruction and research assistance to students, faculty, and community users. All registered students and dual-enrolled high school students are able to access the library's proprietary databases from off-campus via a proxy server, a service designed to make resources available outside the library "walls" and meet the students where they are, regardless of location. Interlibrary loan services for books, eBooks, eChapters, media, and articles is available free to all students, staff, faculty, and community users. This service can be requested using our Interlibrary Loan LibGuide, by phone, or by stopping by the reference desk. The library also serves ODU Teletechnet students (graduate and undergraduate), which is a satellite campus, and students from the Piedmont Governor's School to provide research services, including interlibrary loans services.

All students needing research assistance from off-campus may request help from the library by e-mail for reference questions, fax, chat, or phone for both reference and general questions. In addition to our reference email, the library now has Chat and FAQs that can be found on our webpage and LibGuides. For after-hours or off-campus assistance (available 24 x 7), students may chat with a reference librarian through our library chat page. The library currently has three designated areas for collaborative study. The Carter room is equipped with a DVD/VHS player and flat screen TV for

viewing closed reserve media.  It can also be used for group study and research, and it houses a few examples of Open Educational Resources (OER) for faculty to view, should they decided to incorporate OER into their classroom.  Our two media station areas, located near each other,  are equipped with laptops that connect to a 4K TV, through a switch kit technology with each area sectioned off by portable walls, allowing privacy for group sessions.  A reservation system has already been created for groups to check out these collaborative study areas.

The library is a member of VIVA (Virtual Library of Virginia), a state-wide consortium of nonprofit academic libraries. Formed in 1994, VIVA's mission is to provide faculty and students from any of Virginia's 39 state-assisted colleges and universities, 33 independent institutions, and the Library of Virginia, with "equal access" to premium academic research databases, both full-text and bibliographic, as well as e-book collections.

In addition to sharing resources through VIVA, the library participates in cost-saving cooperative purchases of digital collections through its membership in the VCCS. These resources supplement the VIVA collection by focusing on areas more appropriate to community-college level research. Membership in the VCCS also provides the library with a shared, centralized Integrated Library System (ALMA), and with real time technical expertise and support via Team Dynamix, and a VCCS library discussion board and support LincSite.  The library is a member of the Mid-Atlantic Library Alliance (MALiA), an association that combines the resources of over 100 public, academic, school, and special libraries to negotiate contracts for books, periodicals, and other library resources. The library's membership in OCLC, an international bibliographic utility, facilitates the expedited processing of materials and insures library records meet national cataloging standards.

## Projects

For the fiscal year of 2020-2021, the library was involved in several projects.
- The first being setting up displays each month about any awareness' or national days during that month.
- Several LibGuides were created such as: Nursing, Early Childhood Education, Precision Machinery, Going Green – Eliminating Single Use Plastics, and Book Gallery (which replaces the New Book LibGuide).
- Updates were made to our website, our LibGuides, and our Processing materials that has our institutions name on it to reflect the name change to Patrick & Henry Community College.
- Streaming access for our nursing students for the Judith Miller RN and PN videos.

Thanks to VIVA, the library now has access to four databases African Americans and Jim Crow, 1883-1922, African Americans and Reconstruction, 1865-1883, The History Makers Digital Archive, and Indigenous Peoples of North America.  This now allows us to have perpetual access to collections that support diversity, equity, and inclusion (DEI).

The following reports, surveys, and webinars were also completed:
- ARCL annual report,
- IPEDS,
- Nursing Accreditation ACEN,
- VIVA Anti-Racism,
- Accreditation for the Physical Therapy Assistant Program with CAPTE,
- Open Education meeting,
- Gale/VIVA webinar for Diversity, Equity, and Inclusion (DEI) eBook bundles,
- Readex for databases involving the DEI databases,
- History Makers Digital Archive Training,
- ILL Community Forum on Worldshare Users, Hacks, Distance Learning, and ILL, Contu,
- Copyright Changes to VIVA,
- Fall leadership on educational materials made accessible and reference and instruction services during Covid – 19,
- VIVA Open and Affordable Course Content Forum.

**Lester Library**
**Position Descriptions**
**Marcia Seaton-Martin – Assistant Coordinator**

**Education**
Master of Library and Information Science (M.L.I.S.) San Jose State University - 2016
Bachelor of Science (B.S.) Old Dominion University - 2000
Associate of Arts and Science (A.A.S.) Patrick Henry Community College – 1998

The Assistant Coordinator is responsible for making sure the library provides both resources and services to serve the needs of the college's students, faculty, and staff. Specific responsibilities include:

- Providing multilevel reference

- Bibliographic Instruction

- Collection Development

    o Subject collections

    o Deselection

    o Policies

- Budgeting

- Prepare monthly and annual departmental reports

- Prepare reports for IPEDS, ACRL, VCCS

- Liaison for the library's Integrated Library System software (ALMA)

- Liaison for VIVA and VCCS consortia

- Interlibrary Loan processing

- Web page development and maintenance

- LibGuide Development

- Original cataloging

- OER Liaison

- Vendor contract negotiations

- Supervise technical services and work study students

### Aileen Martin – Cataloger / Circulation / Reference

**Education:**

M.L.I.S., 2012, University of Wisconsin at Milwaukee

The cataloger coordinates technical services, maintains the integrity of the online bibliographic database following the AACR2/MARC guidelines, and process materials using library standard formats in order to facilitate patron access through the online catalog (OPAC).

- Download and edit cataloging records for new material

- Maintain Integrity of ALMA catalog database

- Process ALMA reports and maintain all ALMA statistics

- Oversee shelf-ready processing of library materials

- Manage the circulation / reference desk for evenings and weekends.

### Emily Keith – Administrative and Office Specialist II

**Education:**

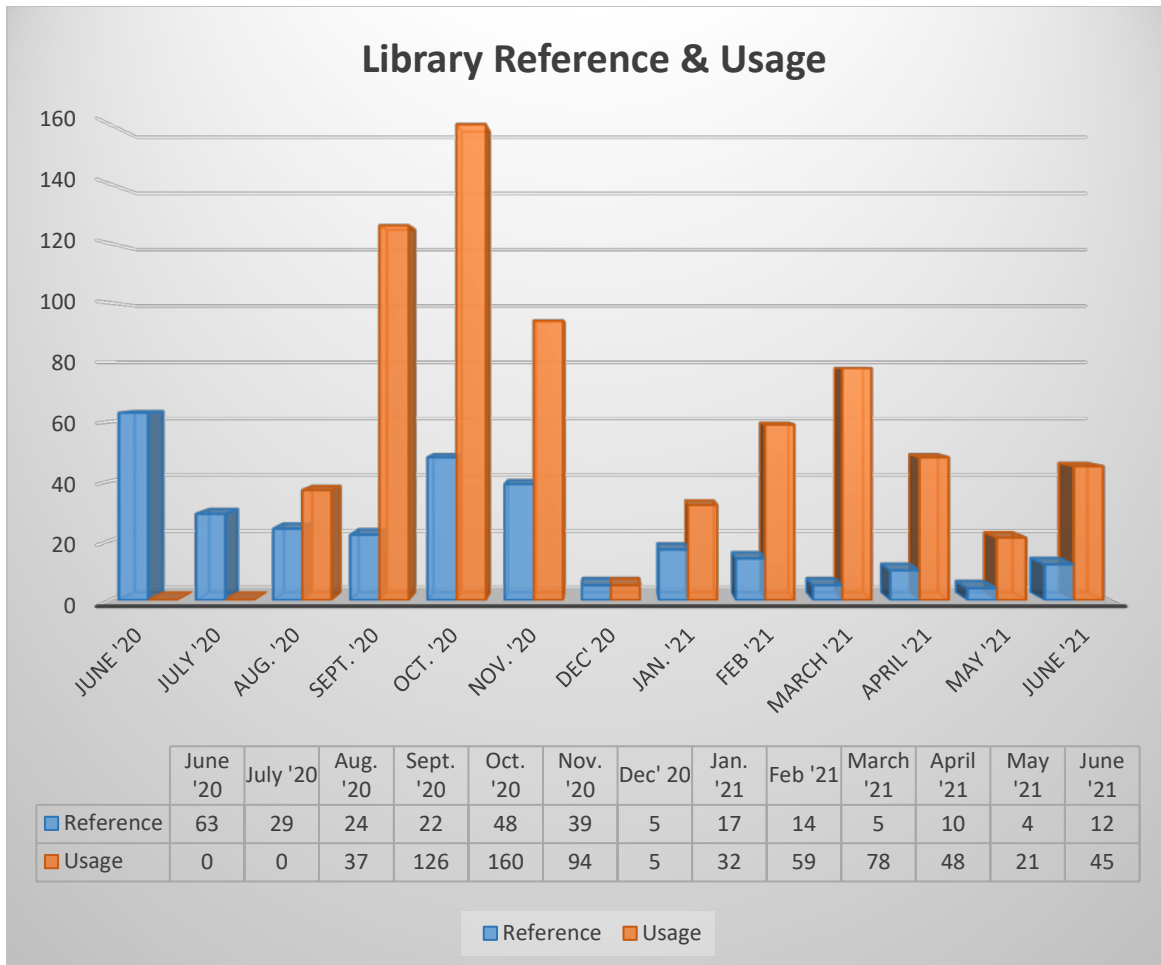Associates (A.A.&S.) General Studies, Patrick & Henry Community College  - 2020

The Administrative and Office Specialist II is responsible for processing all cataloged materials according to established library standards, managing book repairs, accurately performing circulation procedures, providing brief reference assistance, shelving and edging, books and distributing mail.
- Materials processing

    o Applying Kapco covers

- o Laminating book jackets
- o Minor book repairs
- o Creating and applying call number labels
- o Mail distribution
- Circulation
  - o Shelve circulating and reference materials in proper location
  - o Shelf reading, ordering, edging
  - o Notifying librarians of collection areas in need of shifting
  - o Assist at circulation desk

## Library Statistics Fiscal Year, 2020-2021

**Library Reference & Usage**

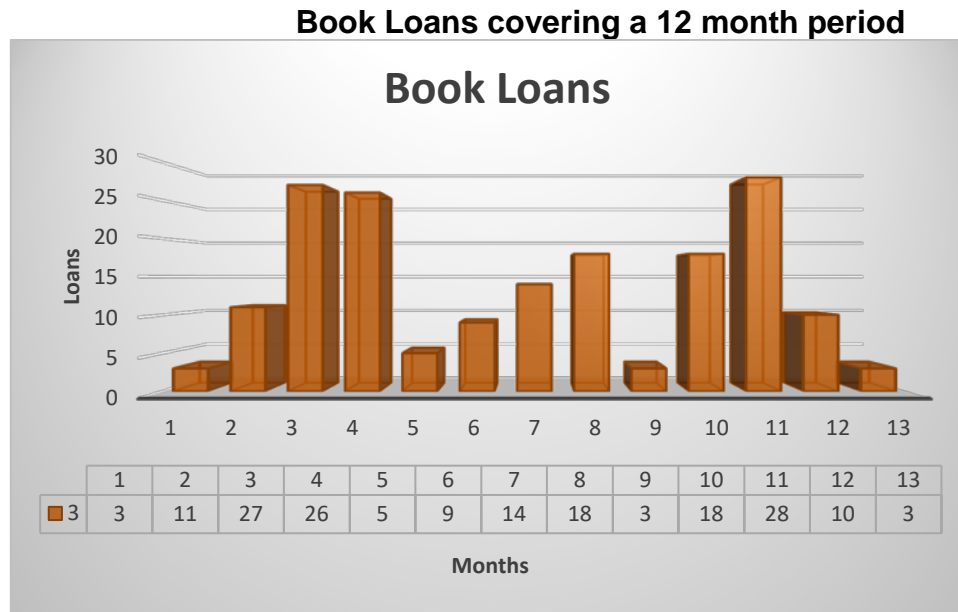|  | June '20 | July '20 | Aug. '20 | Sept. '20 | Oct. '20 | Nov. '20 | Dec' 20 | Jan. '21 | Feb '21 | March '21 | April '21 | May '21 | June '21 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Reference | 63 | 29 | 24 | 22 | 48 | 39 | 5 | 17 | 14 | 5 | 10 | 4 | 12 |
| Usage | 0 | 0 | 37 | 126 | 160 | 94 | 5 | 32 | 59 | 78 | 48 | 21 | 45 |

■ Reference ■ Usage

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Above is a chart for library reference and usage for 2020-2121.  A usage decline can be notice due to COVID-19.  In terms of reference questions that we have received (which are not the same as general questions such as operating hours, contact information, etc..)  the blue

| Books  (print) | 28249 |
|---|---|
| Media (DVDs) | 979 |
| e-books (EBSCO) | ==274,400+== |
| Journals (active subscriptions) | 4 |
| Books Added | 32 |
| DVDs Added | 0 |
| Books Removed | 0 |
| DVDs Removed | 0 |

represents the questions received from July 2020 – June 2021, and the orange represents library usage.

**Collection Inventory (f.y. 2020-2021)**

**Book Loans covering a 12 month period**



| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 3 | 3 | 11 | 27 | 26 | 5 | 9 | 14 | 18 | 3 | 18 | 28 | 10 | 3 |

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## Circulation Statistics, Multi-Year, all formats (print books, media)
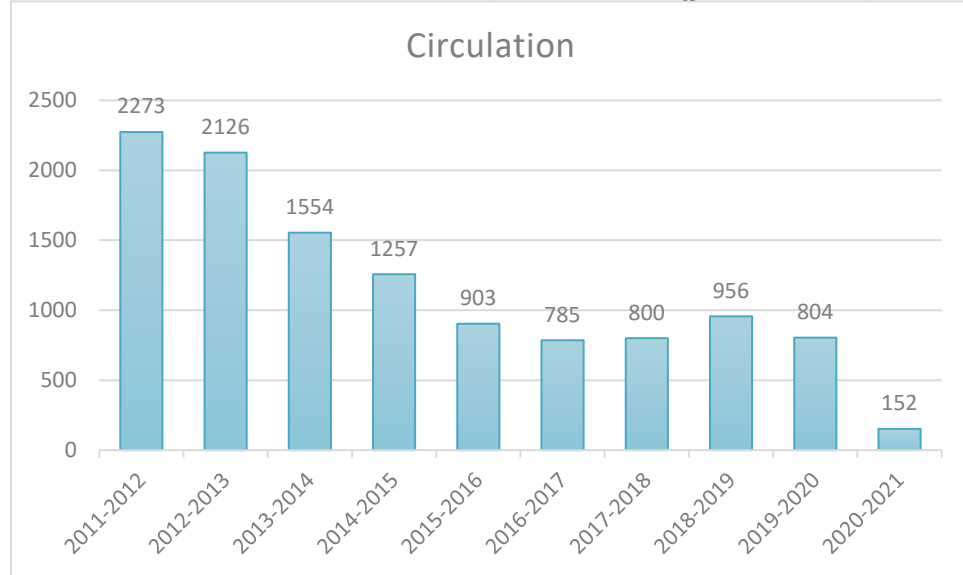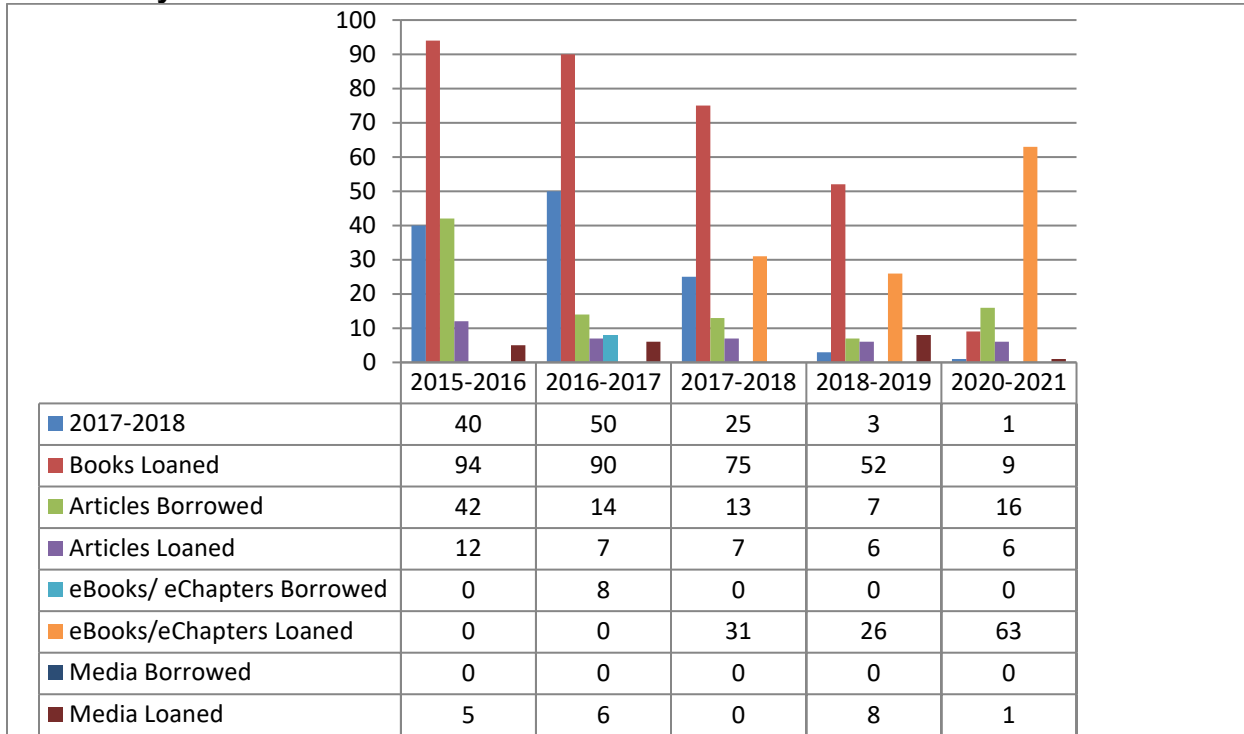


**Note:** Circulation total include renewals. The 2019-2020 numbers are lower due to Covid-19. Same is true of the 2020-2021.
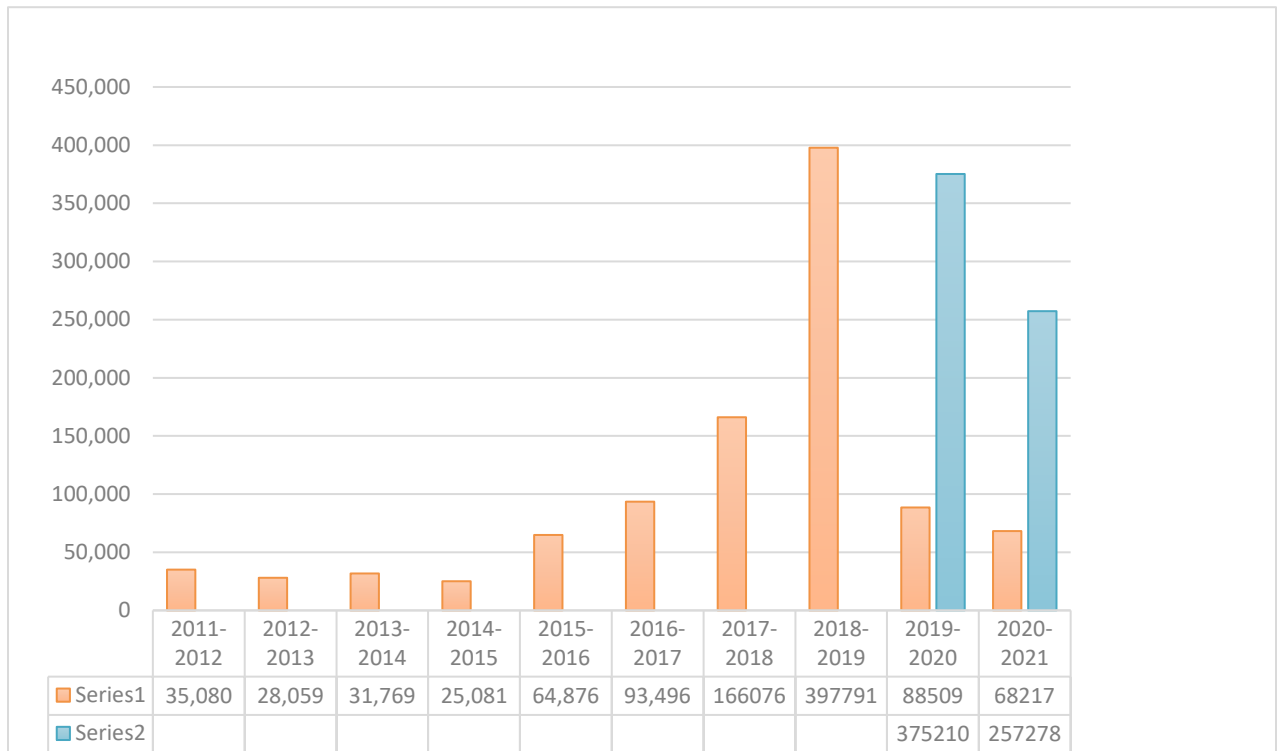
## Interlibrary Loans

| 2020-2021 | Loaned | Borrowed |
|---|---|---|
| Books | 9 | 1 |
| eBooks | 63 | 0 |
| Articles | 6 | 16 |
| E-chapters | 14 | 1 |
| Media | 1 | 0 |

## Interlibrary Loans Chart



| | 2015-2016 | 2016-2017 | 2017-2018 | 2018-2019 | 2020-2021 |
|---|---|---|---|---|---|
| ■ 2017-2018 | 40 | 50 | 25 | 3 | 1 |
| ■ Books Loaned | 94 | 90 | 75 | 52 | 9 |
| ■ Articles Borrowed | 42 | 14 | 13 | 7 | 16 |
| ■ Articles Loaned | 12 | 7 | 7 | 6 | 6 |
| ■ eBooks/ eChapters Borrowed | 0 | 8 | 0 | 0 | 0 |
| ■ eBooks/eChapters Loaned | 0 | 0 | 31 | 26 | 63 |
| ■ Media Borrowed | 0 | 0 | 0 | 0 | 0 |
| ■ Media Loaned | 5 | 6 | 0 | 8 | 1 |

Core proprietary databases remained unchanged.

## Database Use Data, Multi-Year:



| | 2011-2012 | 2012-2013 | 2013-2014 | 2014-2015 | 2015-2016 | 2016-2017 | 2017-2018 | 2018-2019 | 2019-2020 | 2020-2021 |
|---|---|---|---|---|---|---|---|---|---|---|
| ■ Series1 | 35,080 | 28,059 | 31,769 | 25,081 | 64,876 | 93,496 | 166076 | 397791 | 88509 | 68217 |
| ■ Series2 | | | | | | | | | 375210 | 257278 |

"Database Use" is for sessions which include "general searches," "record views," "full-text downloads," and, for e-books, "views," "checkouts," and "chapter requests."

Data are provided by individual vendors, then compiled by VIVA and VCCS. Not all vendors provide breakout data for individual colleges.

Note:

(Databases included in this count: AHFS Consumer Medication Information, APA PsycArticles, APA PsycBooks, APA PsycInfo, APA PsycTests, Abstracts in Social Gerontology, Academic Search Complete, Alt HealthWatch, America: History & Life, America: History and Life with Full Text, Associated Press, Video, Associates Programs Source, Biography Reference Bank (H.W. Wilson), Biography Reference, Bank Image Collection, Book Review Digest Retrospective: 1903-1982 (H.W. Wilson), Business Source Complete' Business Videos, CINAHL Complete, CINAHL with Full Text, Child Development & Adolescent Studies, Communication & Mass Media Complete, Company Information, Computers & Applied Sciences Complete, Consumer Health Complete, Consumer Health Reference eBook Collection, Criminal Justice Abstracts with Full Text, ERIC, EconLit with Full Text, Education Index Retrospective: 1929-1983 (H.W. Wilson), Education Research Complete, Environment Complete, European Views of the Americas: 1493 to 1750, Family & Society Studies Worldwide, Family Studies Abstracts, Fuente Académica, GreenFILE, Harvard Faculty Seminar Series, Health Source - Consumer Edition, Health Source: Nursing/Academic Edition, Historical Abstracts, History Reference Center, History Reference eBook Collection, Hospitality & Tourism Complete, Humanities Index Retrospective: 1907-1984 (H.W. Wilson), Humanities International Complete, Image Collection, Image Quick View Collection, Legal Collection, Library Literature & Information Science Retrospective: 1905-1983 (H.W. Wilson), Library, Information Science & Technology Abstracts, Literary Collections from Britannica, Literary Image Collection, Literary Reference Center Plus, Literary Reference eBook Collection, MLA Directory of Periodicals, MLA International Bibliography with Full Text, MarketLine/Medtrack Company Profiles, MasterFILE Premier, MasterFILE Reference eBook Collection, MedicLatina, Military & Government Collection, National Criminal Justice Reference Service  Abstracts, Newspaper Source Plus, Newswires, Nursing Reference Center, Nursing Reference Center Plus, Peace Research Abstracts, Political Science Complete, Psychology and Behavioral Sciences Collection, Public Administration  Abstracts, Race Relations Abstracts, Regional Business News, Religion and Philosophy Collection, SocINDEX with Full Text, Social Sciences Index Retrospective: 1907-1983 (H.W. Wilson), Teacher Reference Center, Urban Studies Abstracts, Vente et Gestion, Video Encyclopedia of the 20th Century, Violence & Abuse Abstracts, Web News, Women's Studies International, World History Image Collection, eBook Academic Collection (EBSCOhost), eBook Business Collection (EBSCOhost), eBook Collection

# LRC Testing Center/Learning Lab Annual Report 2020 - 2021
### Jay Stafford – Testing Center/Learning Lab Manager

The 2020–2021 academic year for the Testing Center/Learning Lab was once again unorthodox and had many challenges because of the continued Covid-19 pandemic. This has made it difficult to give a concise annual report due to the varying constraints and changes to how things were done throughout the year. While testing and usage numbers were down, it doesn't reflect the difficulties encountered trying to make the building a safe place for all. The changes created by Covid-19 dramatically changed staff duties and responsibilities. Simple duties became much more complex. For most of the past year, signing students in, taking temperatures, social distancing, face coverings, assigning computers, and keeping all surfaces sanitized greatly increased the amount of time and number of employees needed to serve each individual student. With the start of the Fall 2021 semester, things have started to slowly return somewhat to a more normal state; however, the need for constant cleaning to help prevent the spread of Covid-19 is a necessary and very important requirement in protecting students and staff while they are in the LRC building. With an increase in testing and use of the learning lab, the task of sanitizing when students leave is becoming much more difficult. Our hope is that by doing all we can to prevent the spread of the virus, we are doing a very important service for students and staff that will in turn benefit the local area, the state, and the nation, helping everyone to be able to return to normal lives more quickly.

## Covid 19 and the LRC Building

With the start of the Fall 2020 semester, the LRC building re-opened to current students and remained closed to community users. The building hours were Monday – Thursday, 8am until 5pm, closed Friday and Saturday for extra cleaning. On July 26, 2021, the college returned to being open five days a week. Testing was limited in the Testing Center to help reduce the chance of Covid-19 exposure. While Virginia Placement Tests were suspended by the VCCS, placements tests were given in certain cases with approval from Dr. Greg Hodges. This included students entering the nursing program, some dual enrollment students, and international students. Regular class tests were not given in the Testing Center except for legitimate make-up tests and for students with disabilities. While under Covid-19 restrictions, no tests were allowed for students enrolled at other colleges or universities. With no proctored testing for distance learning

classes, there was no need for students living out of town to find proctors. Therefore, there were no proctor forms processed during the past academic year. Nursing entrance tests for Physical Therapy, Practical Nursing, and Registered Nursing programs were given in the Testing Center and Math Lab on occasion to accommodate distance requirements.

To maintain social distancing, tables were kept in front of the Testing Center counters along with Plexiglas shields to help protect employees. Tables in the Learning Lab were left at least six feet apart. Chairs were only placed at computers that were designated as usable due to distancing requirements and only one chair per table. There were 15 computers in the Learning Lab that could be used while maintaining proper distance. Eight computers were usable in the testing room although it was preferable not to have that many people in the enclosed room at one time if possible. In the Math Lab, seven computers were usable and could be used for testing if needed. The rest of the computers were disabled and marked with yellow "Do Not Use" signs.



*Tables in front of testing counters and Plexiglass shields.*



*Learning Lab with social distancing requirements.*

For students that do not have a computer or internet access, the Testing Center has two webcams for students needing to join a class on Zoom or to take a test with Respondus Monitor in a quiet place (usually the Math Lab). The college doesn't have any quiet areas available to accommodate students for Zoom classes. A suggestion to create several Zoom rooms has been

brought up to leadership on several occasions and hopefully this will be addressed in the near future. Math tutoring is being done remotely, so Testing Center staff made use of the Math Lab to help provide a place where students can attend his/her Zoom class without disturbing others and without distractions. Some students have also been able to take their online test in Respondus Monitor using the Math Lab. While Testing Center staff have been able to help numerous students by using the Math Lab for this purpose, only one student can use it at a time and when it is used for tutoring or testing, there is nowhere else to accommodate a student.

During the Summer of 2021, the state stopped the distance requirements. Two tables were removed from in front of the testing counter to create better access for students signing in to take a test. The Plexiglass shields were left in place to protect employees. Chairs were put back around tables in the Learning Lab; however, "Do Not Use" signs were left on every other computer in the Learning Lab and chairs were not placed at those computers. We decided that due to the close proximity of those computers to each other, it would be safer to only use those computers on an as needed basis. The computers have been re-activated so they can be used. All the computers in the Testing Center are now available. With the start of the Fall 2021 semester, everything has been opened back up. The Testing Center is once again giving tests for Distance Learning classes, make-up testing, and tests for other colleges and universities. The Learning Lab is also fully open to students, as well as community users. With the increase in people entering the building and going multiple places, we are no longer able to sign everyone in when they enter the building or record where they are going. Testing Center staff are still attempting to clean as much as possible when students leave although it is impossible to keep up with where everyone was seated and be able to thoroughly sanitize.

In September, the Testing Center expanded its hours on Thursday until 7pm and open on Saturday from 9am until 1pm to provide times that distance learning students that work during the day can come to take a required proctored test. It is only the Testing Center that is open for those extended hours. With the Library not extending hours and only one Testing Center staff member there at those times, the rest of the building remains only open Monday – Friday, 8am – 5pm.

**Covid-19 and Testing Center/Learning Lab Employee Responsibilities:**
With limited usage of the Testing Center and Learning Lab, the duties of Testing Center staff were altered while dealing with the Covid-19 pandemic. Taking into account the need to maintain social distancing, make sure face coverings were being worn, and that all surfaces were thoroughly cleaned after being used by students, a different system was used to be able to control the situation and to ensure that proper sanitization was taking place. Several different methods were used to maintain and document this new reality. The new methods were the responsibility of Testing Center staff.

An electronic building sign-in system was used to record students entering and leaving the building. With this system the student's name and where he/she is going in the building were keyed into the program when the student entered the building. Computers and tables were numbered and cards with the corresponding number were given to the student designating which

computer or table to use. That number was also recorded in the database. The number system was developed to know which computer or table to sanitize after use. When the student leaves, he/she stops by the counter to sign out and place the number card in a basket. That number was not re-issued until that area had been completely cleaned. Also, when a student enters the building, a thermal thermometer was used for part of the year to take the student's temperature. If a student had a temperature of 100.4 or higher, he/she would not be allowed in the building. We stopped taking temperatures with the start of the Summer 2021 semester.  The building sign-in system not only helped organize and know what needed to be sanitized, it also provided a record in the event someone tested positive. With these records, we could identify everyone that was in the building at the same time and who was in the same area for possible exposure. Mark Nelson designed the system so that it could be used in different areas of the college.

Signing students in when entering the building, taking temperatures, and sanitizing computers/tables when a student leaves, were not the only additional duties of Testing Center staff. Staff had to keep a close watch on students in the building to make sure they were staying in designated areas, keeping their nose and mouth covered with a face covering, and cleaning any additional areas touched by the students, such as WEPA printers, adjacent desks, staplers, pencils, etc. Staff also had to locate other P&HCC personnel when a student arrived needing assistance from another department. These duties were performed along with the usual duties listed under department responsibilities.

## Brief Summary of Department Responsibilities:

The main purpose of the Testing Center/Learning Lab is to provide proctored testing for Distance Learning students, legitimate make-up testing for in-class students, Virginia Placement Testing (starting during the Summer 2021 semester, the college is no longer giving the VPT), and a learning environment for coursework and study. The Learning Lab provides students with computers to use for coursework and research. For students encountering problems, staff members are more than happy to provide aid and encouragement. The Testing Center also provides testing for students taking classes through other colleges and universities. The most important component of the Testing Center/Learning Lab is to promote an environment for student success. Knowledgeable assistance in the computer lab is a great way for students to supplement what is learned in the classroom, overcome problems and difficulty understanding the material or to simply gain confidence knowing that they are not lost and alone. The Testing Center also strives to provide a quiet and encouraging atmosphere for students taking a test. Test anxiety is a common problem among students. With encouragement and a good environment for testing, students can achieve greater success. Student success is the primary objective of the LRC Testing Center/Learning Lab staff.

Students living in the Martinsville and Henry County service region must take proctored tests in the LRC Testing Center. All students taking tests in the Testing Center must show a picture ID, preferably a Patrick & Henry Student ID. The Student ID has a barcode on the back which allows the Testing Center to scan the student's empl ID number into the Testing Electronic Sign-in System. If the student does not have a Student ID, the student will need to give his/her empl ID number and show a picture ID. If the student does not know his/her empl

ID, Testing Center staff can look the student up by his/her name. When the empl ID number is entered into the Testing Electronic Sign-in System, a list of the courses that the student is enrolled in will be pulled from the database. The correct course can then be selected from the list and the test entered in the system. Tests entered in the electronic sign-in system are recorded in an Access database stored on the college server. When the test is complete, the Testing Center employee will sign the student out by clicking on his/her name. The system will automatically send the student an email as receipt that they took the test. Cell phones and smart watches are not allowed in the Testing Room even if they are turned off. A student caught with a cell phone or smart watch in the Testing Room will be considered in violation of the *Academic Integrity Policy* and will be reported to the instructor and the Dean.

Students taking courses through Patrick & Henry Community College and that live outside the Martinsville and Henry County area can take their tests with an approved proctor as outlined in the Student/Proctor Agreement form. This form must be filled out by the student, the proposed proctor, and sent to the Testing Center for approval. Once received by the Testing Center, the form is reviewed, and if approved, test information is sent to the proctor as the Testing Center receives the information from instructors. If a proctor is not accepted, the student is contacted with recommendations on where to find an acceptable place to proctor his/her test. Proctor forms are entered into a spreadsheet along with the date when test information is sent to a proctor and when completed tests are received from the proctor. Any problems with proctored tests will go through the Testing Center to work on a solution or to contact the instructor.

A Learning Lab is provided for the convenience of students to be able to work on coursework. The LRC computer lab is also available to people from the community. The main computer lab is in the LRC beside the Testing Center. Students can ask Testing Center/Learning Lab personnel for assistance when they encounter difficulties while using lab computers. Students often need help learning to operate a computer, using Canvas, MyMathLab, Microsoft Office programs, as well as other programs used in their classes. Many students are sent to the lab for assistance to enroll in classes, check grades and fill out college forms. The Testing Center/Learning Lab staff help students having trouble printing. Maintaining the WEPA printers, keeping track of supplies and ordering supplies when needed are also the responsibilities of the Testing Center manager and staff.

Due to the location of the Testing Center, the staff often must spend a large amount of time directing and answering student questions when they enter the building. The same is true with telephone calls which are directed to the Testing Center when there is a question of who the person needs to talk to or when that faculty/staff is not answering. In addition, Testing Center staff also clean the computers and computer tables, straighten and clean the Learning Lab and Testing Center, clean the glass counters and glass windows to the testing room and vacuum whenever possible when there are no students.

**Testing Center/Learning Lab Employees:**

Jay Stafford – Testing Center/Learning Lab Manager

Responsibilities: Managing all aspects of the Testing Center and Learning Lab, scheduling employees, handling proctor forms and sending information to proctors, giving tests, reviewing cameras if someone is suspected of cheating and documenting the incident, notifying instructors if student is found to be cheating and notify security to download video, updating password lists and databases, maintaining WEPA printers and doing repairs as needed, keeping track of WEPA supplies and letting WEPA know when low on supplies, handle proctor forms from other colleges/universities and keep contact for obtaining tests and sending completed tests, help students in learning lab, contact instructors when information is needed, prepare weekly testing reports and annual reports, work on ways to improve and enhance the ability of staff to better take care of students and improve data collection, and to help take care of any problems. In addition: cleaning the Learning Lab and Testing Center and opening the food pantry, clothes closet, math lab, writing center, and offices as needed. Managing Math Lab usage for testing and Zoom classes while math tutoring is being done remotely. Sanitizing computers, tables, and desks after student use.

Hilda Goad – Part-time Testing Center/Learning Lab Assistant
Responsibilities:  Closing LRC each weekday, giving tests, help with non-questionable proctor forms, send test information to proctors when needed, answering the phone, assisting students in the learning lab and with other questions when students are unable to find someone in their office. Works to create an aesthetically pleasing learning environment to help increase student success. Maintain and expand help literature kiosk. Clean Learning Lab and Testing Center. Print and file other college tests when received and maintain testing files. Sanitizing computers, tables, and desks after student use.

Charlie Martin – Part-time Testing Center/Learning Lab Assistant
Responsibilities:  Primary responsibility is assisting students in the LRC learning lab and being sure that rules are followed. When it is busy in the Testing Center, he assists with giving tests and other jobs as needed. Clean Learning Lab and Testing Center. Sanitizing computers, tables, and desks after student use.

Allen Lawson – Part-time Testing Center/Learning Lab Assistant
Responsibilities:  Opening LRC four days a week and on Saturdays, give tests, maintain database for paper test receipts, other college tests, and Virginia Placement Tests. Allen also answers the phone, assists students in the learning lab as needed, and helps keep the Learning Lab and Testing Center clean. Sanitizing computers, tables, and desks after student use.

## Testing Center/Learning Lab Information:

**LRC Learning Lab:**
The LRC Learning Lab contains 42 Dell computers each with Microsoft Office 2016 installed and an Internet connection. There are certain computers that contain special programs needed for some classes, such as Adobe Photoshop, Cisco, Gmetrix, and Visual Basic. Each computer has a connection to the WEPA printers where students can print Black & White for 10

cents a copy and Color for 50 cents a copy. The lab also contains an electric accessibility computer desk to accommodate students with disabilities. The learning lab is near the Math Lab and Writing Center if students need tutoring or wish to have a paper reviewed.
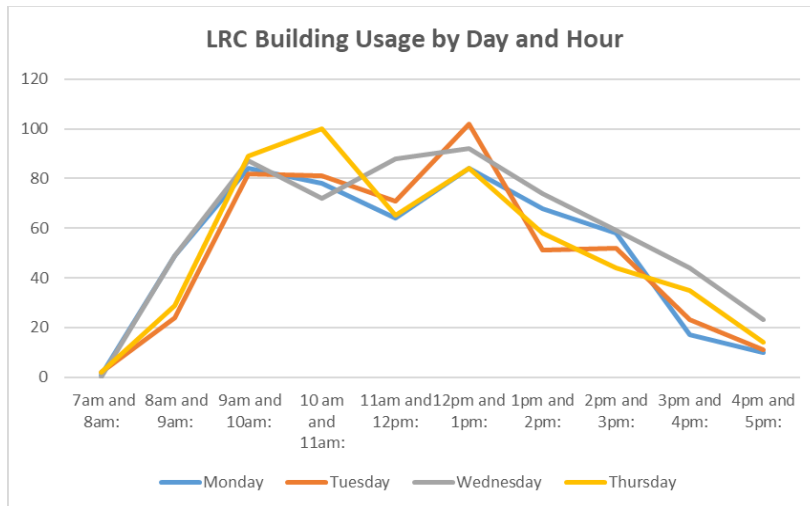
**LRC Testing Center:**

The Testing Center has a glass semi-soundproof room for testing. The room can seat 32 students and has 16 computers for online testing. In addition, there are two enclosed small rooms in the back of the testing room with computers that are used by reservation for special needs students and if needed and not reserved, for overflow regular testing. The computers in the enclosed rooms have special programs, such as ZoomText, for students with disabilities and for students needing a reader. All computers in the testing room have Respondus Lockdown browser installed and each computer can be seen and controlled from a main computer on the Testing Center counter using Vision software. Passwords can be entered remotely to save entering the testing room which will disturb students already testing and to help maintain security of the password. Students can be monitored while testing by four 360-degree security cameras which are also recording and can be reviewed for approximately three weeks from the date the student takes a test.

# LRC Building Statistics:

From the Fall 2020 semester through the Summer 2021 semester, Testing Center staff signed-in, helped, and cleaned after 4,222 visitors to the LRC building. The following is a breakdown by semester of building usage.
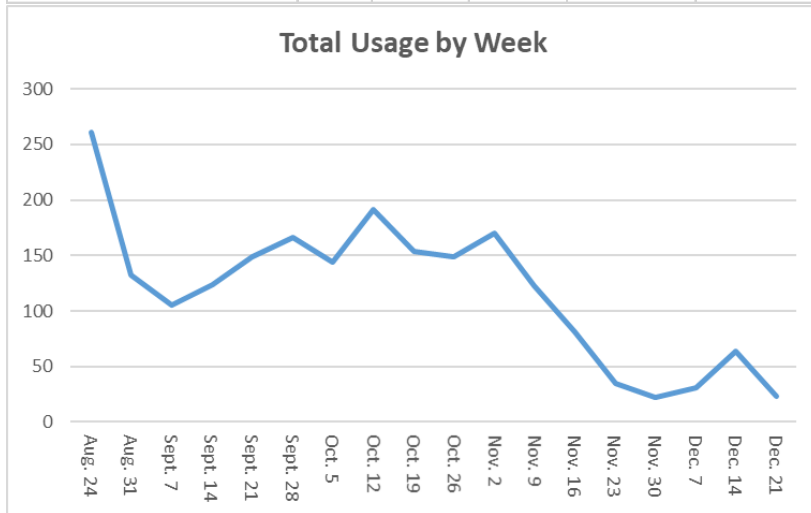
**LRC Building Usage – Fall 2020**

During the Fall 2020 semester, 2,124 students used the LRC building. The charts and tables below show a breakdown by areas, times, and weekly usage.
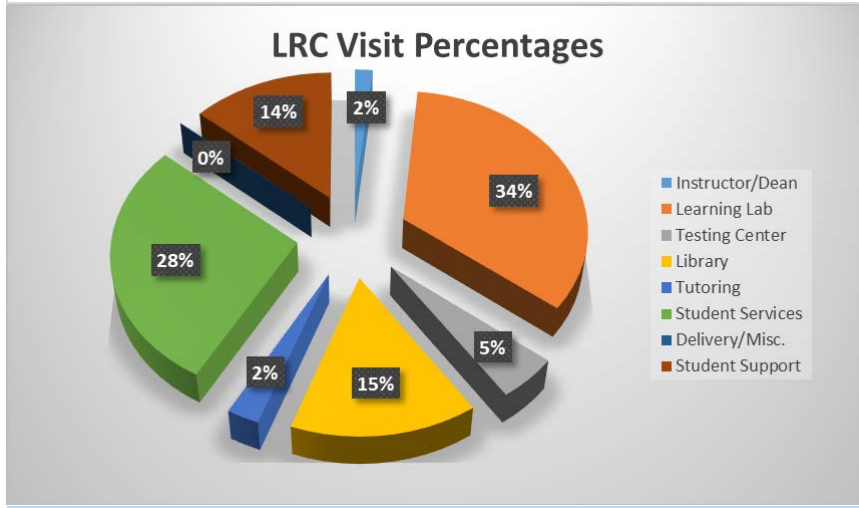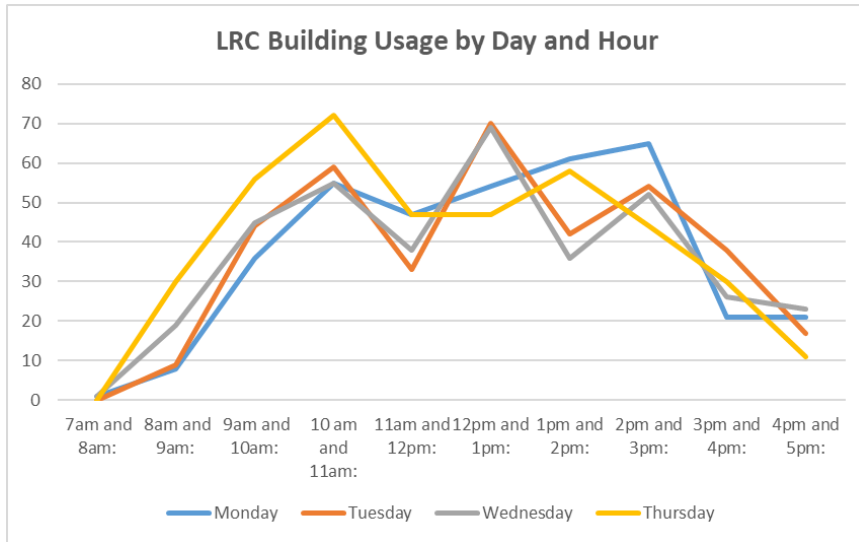
## LRC Visit Percentages
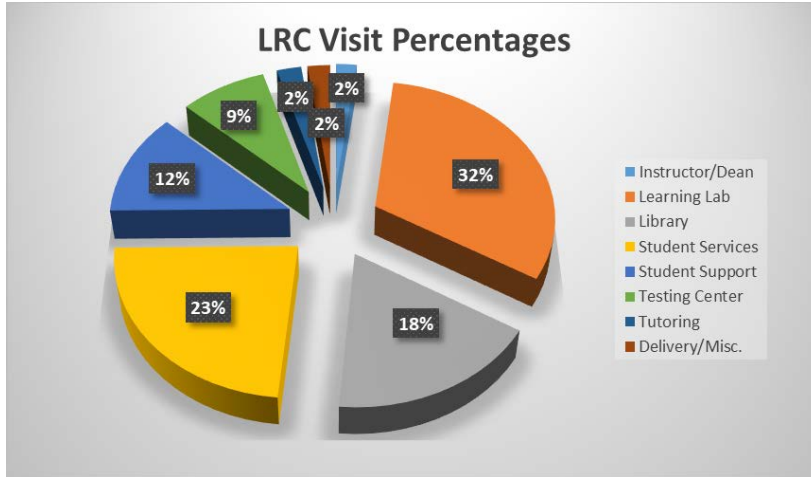


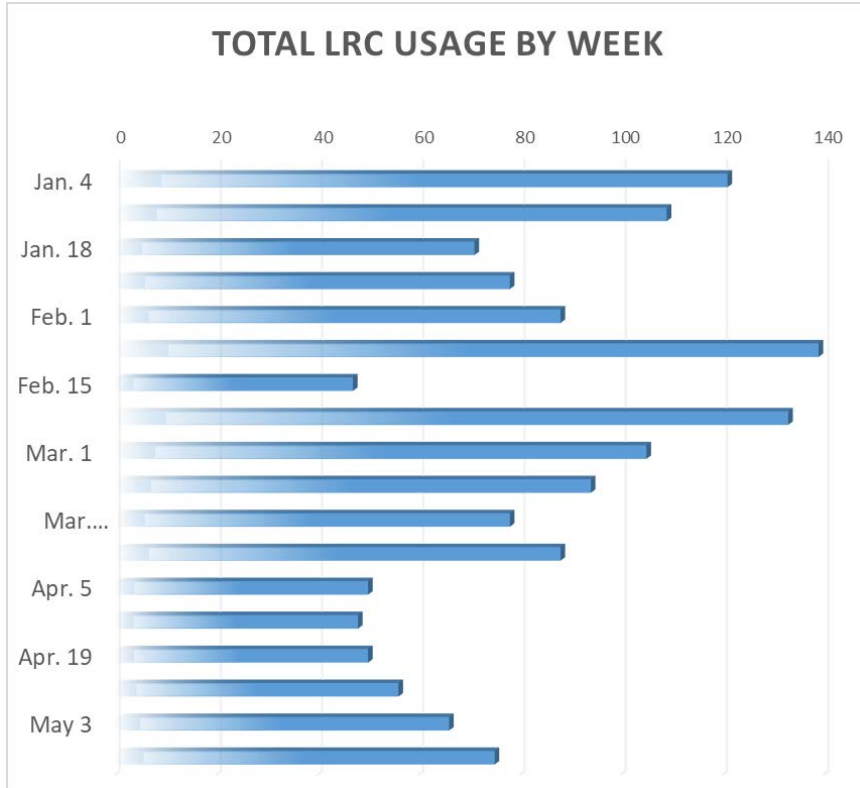| Place Visited | Total | Monday | Tuesday | Wednesday | Thursday |
|---|---|---|---|---|---|
| Instructor/Dean | 43 | 14 | 7 | 10 | 12 |
| Learning Lab | 673 | 123 | 152 | 194 | 204 |
| Library | 376 | 118 | 93 | 93 | 72 |
| Student Services | 497 | 128 | 118 | 125 | 126 |
| Student Support | 257 | 57 | 75 | 85 | 40 |
| Testing Center | 180 | 51 | 25 | 55 | 45 |
| Tutoring | 51 | 13 | 12 | 15 | 11 |
| Delivery/Misc. | 47 | 9 | 17 | 11 | 10 |
| Total: | 2124 | 513 | 499 | 588 | 520 |

## Total Usage by Week



## LRC Building Usage – Spring 2021

During the Spring 2021 semester, 1,496 students used the LRC building. The charts and tables below show a breakdown by areas, times, and weekly usage.

LRC Building Usage by Day and Hour



LRC Visit Percentages

| Place Visited | Total | Monday | Tuesday | Wednesday | Thursday |
|---|---|---|---|---|---|
| Instructor/Dean | 25 | 17 | 1 | 4 | 3 |
| Learning Lab | 508 | 120 | 123 | 128 | 137 |
| Testing Center | 74 | 18 | 9 | 20 | 25 |
| Library | 223 | 57 | 51 | 54 | 61 |
| Tutoring | 39 | 9 | 11 | 9 | 10 |
| Student Services | 422 | 89 | 123 | 96 | 114 |
| Delivery/Misc. | 1 | 1 | 0 | 0 | 0 |
| Student Support | 204 | 58 | 48 | 53 | 45 |
| Total: | 1496 | 369 | 366 | 364 | 395 |

**TOTAL LRC USAGE BY WEEK**



## LRC Building Usage – Summer 2021
During the Summer 2021 semester, 602 students used the LRC building. The charts and tables below show a breakdown by areas, times, and weekly usage.

## LRC Visit Percentages
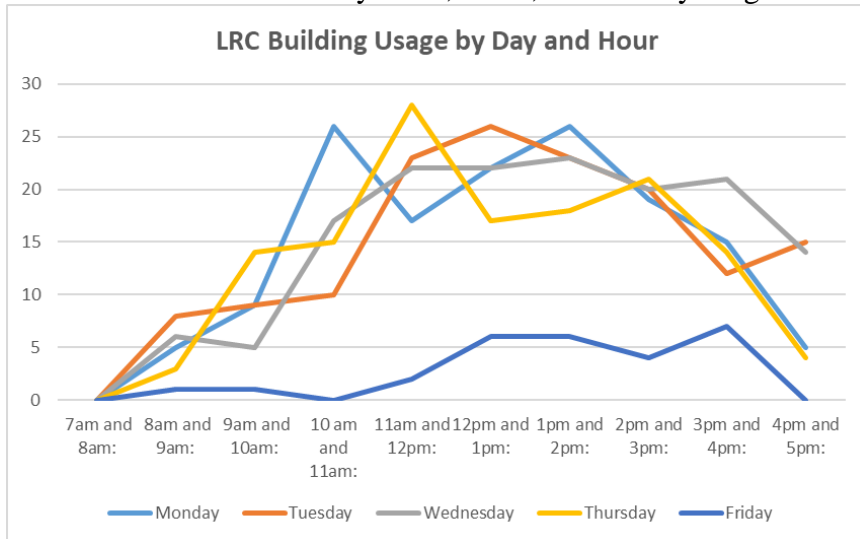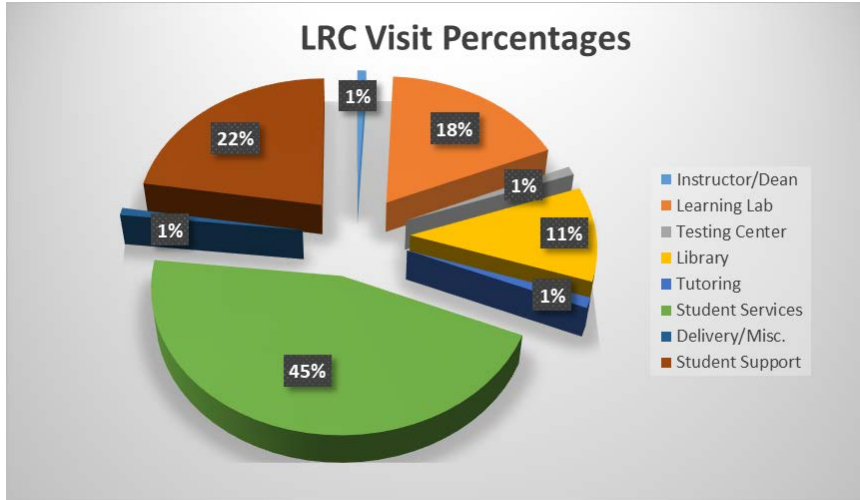


| Place Visited | Total | Monday | Tuesday | Wednesday | Thursday | Friday |
|---|---|---|---|---|---|---|
| Instructor/Dean | 5 | 1 | 0 | 3 | 1 | 0 |
| Learning Lab | 106 | 15 | 27 | 26 | 33 | 5 |
| Testing Center | 6 | 1 | 3 | 0 | 2 | 0 |
| Library | 65 | 16 | 11 | 20 | 16 | 2 |
| Tutoring | 7 | 1 | 2 | 2 | 2 | 0 |
| Student Services | 273 | 66 | 71 | 67 | 55 | 14 |
| Delivery/Misc. | 5 | 1 | 1 | 1 | 2 | 0 |
| Student Support | 135 | 44 | 31 | 31 | 23 | 6 |
| Total: | 602 | 145 | 146 | 150 | 134 | 27 |

## TOTAL LRC USAGE BY WEEK
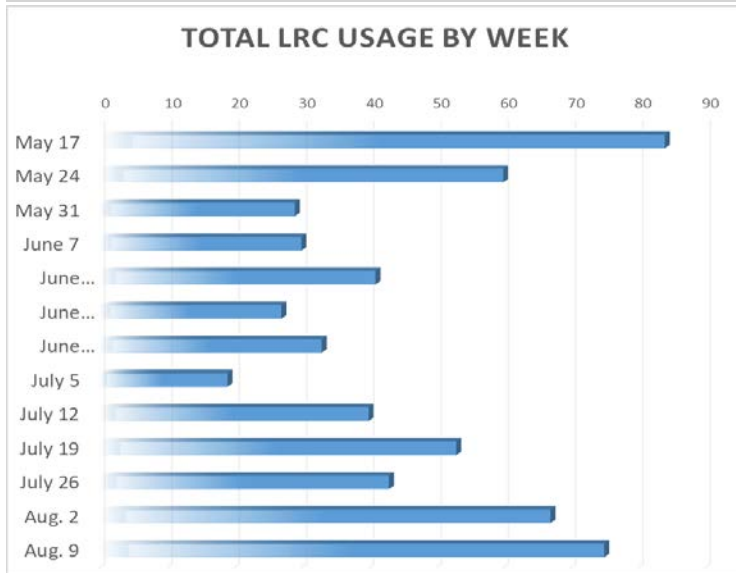


## Accomplishments: 2020-2021 Academic Year

With limited usage and many restrictions in place in the LRC building during the 2020-2021 academic year, the greatest accomplishment was being able to serve over 4,000 students while keeping the Learning Lab/Testing Center sanitized to prevent the spread of Covid-19.

✓ Changed college name to Patrick & Henry Community College on all Testing Center documents. Had Amanda Broome put the updated proctor form on the Testing Center website.

✓ Created chart to keep track on an hourly basis of how many students are using desktop computers in the computer lab, how many are using laptops, and how many are just using a table to study. We started keeping this record on September 1, 2021. Data from this study can help us determine how many computers are needed and identify the need for places to plug-in and use laptops. Currently, students are having to sit at desks with a desktop computer to use a laptop, and then have to stretch a cord from a wall socket across the isle to plug in their laptop. Not only is this inconvenient, it is also very dangerous for those walking by. The number of students with their own laptops and those that have borrowed one from Student Services has increased significantly in the past year. The Learning Lab probably needs to make some adjustments to make it more conducive for laptop use.

✓ Put shelves in copy room to store supplies.

✓ October 2020 - changed printer and monitor on WEPA kiosk in Philpott. The college made an agreement with WEPA to avoid being charged for the WEPA printers, that we would do all repairs. If WEPA has to send a technician, then the college will be charged for that visit.

✓ January 2021 – changed printer in WEPA kiosk in LRC building.

✓ August 2021 – took most of one day working with WEPA remotely to try and fix the WEPA kiosk in Philpott. We were unable to get it working. WEPA finally agreed to send a tech free of charge to try and figure out the problem.

✓ September 2021 – replaced drums in one of the WEPA printers in the LRC. A faulty sensor would not recognize one of he new drums. WEPA sent a replacement and we changed out the faulty printer.

✓ September 2021 – Assisted WEPA technician with down kiosk in Philpott. The technician had trouble diagnosing the problem. The monitor, motherboard, hard drive, power supply, and modem were all replaced before getting it to work properly.

**Goals for the 2021-2022 Academic Year:**

As always, the primary goal of the Testing Center/Learning Lab for the 2021-2022 academic year is student success. What can we do to improve student success? Hopefully we can learn from the challenges of the past year and make some changes that will enhance our ability to help students. With the return of testing and increased use of the Learning Lab, we will look at ways that might be an improvement on the way things were done pre-Covid. Some areas to look at to enhance a student's environment while in the Testing Center/Learning Lab are:

➢ Determine the number of desktop computers that are actually needed, remove unnecessary computers and create space where students with laptops can sit, be able to plug in their laptop without dangerous cords stretched everywhere.

- ➢ Need to push the need for small Zoom rooms for students to be able to use for Zoom classes or for taking tests in Respondus Monitor. With Zoom classes, students need to listen as well as interact verbally in the class. They need a quiet place where they will not be disturbed and they will not disturb others when they are talking in the class. For tests taken in Respondus Monitor, a webcam is used to record the student while taking the test. Any other movement or noise will flag the student thinking they are cheating and then the instructor will need to go back and look at the recording. This requires a quiet room with no distractions. The current use of the Math Lab to accommodate students for Zoom classes and Respondus Monitor tests will not be viable once tutoring returns to in person. Plans need to be made for this inevitability.
- ➢ As tests are returning to the Testing Center, we need to address some issues from the past and make sure it is being used properly for student success. The Testing Center is supposed to be available for Distance Learning class tests and legitimate make-up testing only. In the past, many instructors and students would take advantage of the Testing Center to take tests outside of the classroom. The instructor would tell students to go to the Testing Center rather than give it in the classroom, or students would just not go to class on test day and the instructor would let them take it in the Testing Center without a legitimate reason. This created a lot of unnecessary congestion in the testing room with a lot of distractions for students testing which in turn could lead to poorer results on those tests. Also, many instructors would send every test to be proctored, even if they were only 10 question multiple choice tests or even open book/open notes with unlimited time to take the test. We would like to look into ways to weed out unnecessary testing so that we can provide a better climate for student prosperity. We need to find a way to keep a record of why an in-class test is being given in the Testing Center to help identify the reasons and determine methods that can alleviate unnecessary testing to provide the best testing environment possible for student success.

# RESOLUTION
## by the Patrick & Henry Community College Board
## in Recognition and Appreciation of Dr. Glenn DuBois
## upon His Retirement as Chancellor of the Virginia Community College System

**WHEREAS,** Dr. Glenn DuBois has faithfully served as the longest-sitting Chancellor in the history of the Virginia Community College System (VCCS); and

**WHEREAS,** Dr. DuBois has led the VCCS in the development, implementation, and execution of three strategic plans, focused on student success, economic mobility, and opportunities for all students; and

**WHEREAS,** Dr. DuBois has expanded the network of opportunities for professional growth and development for VCCS faculty and staff through programs, workshops, and conferences across the Commonwealth; and

**WHEREAS,** Dr. DuBois has strengthened the pathways for students from Virginia's community colleges to Virginia's universities through comprehensive, statewide articulation agreements; and

**WHEREAS,** Dr. DuBois has led Virginia's community colleges to become the leading provider of workforce development training programs in the Commonwealth; and

**WHEREAS,** Dr. DuBois has facilitated the development and delivery of innovative workforce development programs such as FastForward and G3, securing unprecedented state funding to help students attain meaningful workplace credentials and gainful employment opportunities leading to enhanced economic mobility; and

**WHEREAS,** Dr. DuBois has given of his personal time and resources to support students at Patrick & Henry Community College, including an 800-mile bicycle ride to raise funds for Great Expectations students; and

**WHEREAS,** Dr. DuBois has led Patrick & Henry Community College through two presidential transitions; and

**WHEREAS,** Dr. DuBois has led the expansion of support resources for students at Patrick & Henry Community College and other VCCS colleges through initiatives such as the Chancellor's Success Coach Initiative, SingleStop, and the Virginia Rural Horseshoe Initiative;

**NOW, THEREFORE, BE IT RESOLVED** that the Patrick & Henry Community College Board does hereby express its grateful appreciation to Chancellor DuBois for his 21 years of service to the citizens of the Commonwealth of Virginia and to the region served by Patrick & Henry Community College; and

**BE IT FURTHER RESOLVED** that the Patrick & Henry Community College Board does hereby direct that this resolution be inscribed in the permanent record of the P&HCC Board and a copy be presented to Dr. Glenn DuBois as a token of respect and appreciation for his exemplary service and many contributions to the success of the Virginia Community College System and Patrick & Henry Community College.

### Patrick & Henry Community College Board

_____          _____
Janet Copenhaver, Board Chair                    Greg Hodges, PhD
                                                 President and Secretary to the Board